myACP Patient Portal
To provide you with quality, coordinated care, ACP offers the myACP patient portal, a secure website where patients can conveniently access their personal health information. The patient portal assists you in better managing your health online by allowing you to connect with your care providers, manage upcoming appointments, refill medications, check test results as they become available, pay your bill, request a referral, update your personal information and more!

Patients receive a Personal Identification Number (PIN) at their office visit and instructions on how to register. All portal messages are encrypted to ensure security and only people you have authorized and your care team can view your information. Ask an ACP staff member for your myACP patient portal PIN today and visit the portal at www.acp.faxtonstlukes.com!

Need to Reach Your Provider?
Our ACP providers are available 24 hours a day, seven days a week to provide care for patients. Patients may call (315) 624-4ACP (4227) Monday through Friday, 8:30am to 4:30pm, to speak with an ACP representative, nurse or get in touch with their provider. If it is after hours, an on-call provider will call you back to help address your concerns.
People may fondly remember their family doctor - the physician who cared for each generation of the family and made house calls and follow-up phone calls. The doctor was a part of the family and supported both their physical and emotional health.

While the idea of a family doctor has changed over time, the concept of caring for the patient in all areas of their healthcare journey is alive and well with the providers at Adirondack Community Physicians (ACP) of Faxton St. Luke’s Healthcare.

The National Committee for Quality Assurance (NCQA) has designated the ACP medical offices as Patient-Centered Medical Homes, recognizing their use of evidence-based, patient-centered practices that focus on highly coordinated care and long-term provider/patient relationships.

With eight primary care locations as well as general and orthopedic surgeons located throughout the Mohawk Valley, ACP offers multi-specialty care that is conveniently located close to home.

A Medical Home About YOU

Our ACP providers make sure you get the health care you need. The team keeps up with your health status and uses electronic medical records to communicate with each other about your care. Our medical home model is meant to convey the feeling that you are “at home” with your health care.

We coordinate your care. We help find specialists, get appointments and make sure these providers have all the information they need. Your ACP care team will also help you understand reports from the specialists you see.

Getting the Most From Your ACP Medical Office

The Role of Your Care Team

1) Learn About You
   • Get to know you, your family, your life situation and preferences. Remember these details about you every time you seek care and suggest treatments that make sense for you and your lifestyle.
   • Treat you as a partner in your care.

2) Communicate with You
   • Give you time to ask questions and answer them in a way you understand.
   • Make sure you know and understand your options for care.
   • Help you decide what care is best for you. Sometimes more care is not better care.
   • Ask you for feedback about your care experience.

3) Support You in Caring for Yourself
   • Make sure you leave the office with a clear idea of how to care for yourself.
   • Help you set goals for your care and help you meet your goals one step at a time.
   • Give you information about classes, support groups or other types of services to help you learn more about your condition and stay healthy.

Your Role

1) Learn About Caring for Yourself
   • Know that you are a full partner in your own care.
   • Learn about your condition and what you can do to stay as healthy as possible.
   • As best you can, follow the plan that you and your medical home team have agreed is important for your health. If you have questions, please ask!

2) Communicate with Your Care Team
   • Always bring a list of questions to each of your appointments, as well as a list of medications, vitamins or remedies you use.
   • Always tell your care team when you don’t understand something they said. Ask them to explain it in a different way.
   • Always tell your care team if you receive care from other health professionals so they can help coordinate the best care possible and keep your medical record up to date.
   • Always feel free to talk openly with your care team about your care experience.