

WELCOME TO YOUR MEDICAL HOME

You are the most important person on the healthcare team. Patient-centered is a way of saying that you are the focus of your healthcare.

Your medical home can help you manage your healthcare and answer your healthcare questions. We:

- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active part in your own healthcare

WHAT IS A MEDICAL HOME?

A medical home is a system of care in which a team of health professionals works together with you, the patient (and where appropriate, your family) to provide you with the best possible health outcomes. Your primary care provider leads the care team which may include nurses, medical assistants, receptionists, specialists, and other health care professionals working together with you as the center of the care team. When you, as the patient, take an active role in your care, you can be sure you are getting the care that you need.

HOW DOES A PATIENT-CENTERED MEDICAL HOME BENEFIT ME?

Your medical home uses technology to share records to help eliminate duplicate testing and make sure that all your health records are maintained in one place. Your medical home provides treatment and recommends preventive services based on evidence-based guidelines for care and provides equal access to care regardless of your source of payment. Our focus is on preventive care to keep you as healthy as possible.

HOW DOES A PATIENT GET THE MOST FROM A MEDICAL HOME?

We encourage you to be a full partner in your care. The care team helps you set goals for your care and helps you meet those goals every step of the way by providing you with educational tools, community support groups and services, and specialty care, when necessary. We encourage you to ask any questions that you may have about your care. Bring your list of medications, herbal supplements, and vitamins to your appointment. Tell us if there is any change in your health or well-being since your last visit or if you are receiving care from other health professionals. We also encourage you to give us your opinions on how you feel about the care you are receiving from your care team.

We are available 24/7 to provide clinical advice and care during and after hours – every day of the year – by telephone or in the office.

