

Patient Centered Medical Home

A Patient-Centered Medical Home is a health clinic that is recognized for their commitment to high-quality, patient-centered care.

As your Patient Centered Medical Home:

- We will help you in selecting a primary provider who best meets your needs and they will lead your care team to work with you and your family or caregivers to set action plans and goals to improve your health. This ensures that decisions that are made respect your needs and preferences and that you have the education and support you need to make choices and participate in the management of your own care or your family's care.
- Your care team will work together with you as an individual and a whole person. This includes supporting your physical and behavioral health needs, including prevention and wellness, acute and chronic care management.
- We will support you in deciding what types of appointments will be the best for you and your family, whether in person or by telehealth.
- We offer a variety of other supports and services to include Pharmacy, Dental, and Health Advocacy Support (location dependent).
- We offer same day appointments for minor injuries or illness. Which means you may be able to avoid emergency department visits.
- You have 24-hour access to a provider by phone by calling the numbers listed for each of our PCMH recognized sites or by messaging a member of your care team through our secure portal. After receiving your message someone from your care team will get back to you as soon as possible. Sign up for the portal on our webpage at chcfamily.org/patient-home
- We help you to take control of your health by providing education, resources and linkages and referrals to other services in the community. On your behalf, we coordinate care across all elements of the health care system, including specialty care, hospitals, home health care, community services and other support.
- Our providers and staff work continually toward quality improvement and patient safety and use well established evidence-based guidelines in our care approaches. We use advanced technology to monitor your progress and to determine if your health is improving.
- Our care teams strive to build a partnership with you, know your health status, your medications, and your health history, which helps you get the care you deserve.

As our patient, we ask you to:

- Inform other hospitals and specialty care facilities that we are your primary care provider. This will alert these facilities to update us on your hospital admissions or specialty care appointments, so we can best work with you to coordinate your healthcare needs.
- Share your records from previous care settings to ensure we are on top of your health care needs and history. This includes reports, lab work, test results and x-rays.
- Tell us about any medications you are taking and update us if changes have been made to your medications.
- Actively adhere to the action plan and goals developed with your care team and contact your care team if you have questions.

As a patient, what you can do to make sure you're getting the best possible care?

- Becoming engaged in your health care is the best way to make sure your primary care provider and health care team provide the best care possible. They want you to speak up!
- Your primary care provider can answer questions and help you better understand your health needs.
- If you need to get help from other health care providers in the community, your primary care provider can support you every step of the way.