



## A PATIENT CENTERED MEDICAL HOME

*A MEDICAL HOME is called a “Home” because we’d like this to be the first place you think of for all of your medical needs. Our GOAL is to make it easy and comfortable to get the care you need in a way that works best for you.*

Having a MEDICAL HOME means that we ask you to:

- Provide us with all of the information you have regarding your health and illnesses.
- Tell us about your needs and concerns.
- Respect us as unique individuals and as your partners in your care.
- Be involved in your medical decision making.
- Let us teach you about wellness and disease prevention.
- Teach yourself about the requirements of your insurance company and what services are covered.
- Follow our medical advice and treatments. If you are unable, let us know why so that we can suggest other options.
- Contact us during emergencies so that we can direct you to the right care.
- Give us feedback so that we can improve our services.

As we build your MEDICAL HOME, our goal is to:

- Support you in your healthcare goals and desires.
- Respect you as an individual.
- Respect your privacy. Your medical information will not be shared with anyone unless you give us permission or it is allowed by law.
- Provide the best possible treatment and advice, based on current medical evidence. We respect your right to information that we provide.
- Manage acute illness, chronic disease and give advice to help you stay healthy.
- Evaluate ourselves to make sure that our practices are up-to-date and we will direct you to quality specialists and care providers as needed.
- Give you timely access to care. A medical decision-maker is available through our office 24 hours a day.
- Use computers and other technology to offer new and different ways to provide care for you.
- Be a medical team that makes you feel welcome and comfortable.

When the process is complete, the MEDICAL HOME will feature:

- A personal physician who leads your care team; treating you as a whole person.
- Use of advanced electronic tools to help us provide more efficient care and communication.
- User-friendly ways to get appointments that are convenient for you; acting as a “hub” to arrange all of your outside care.
- Actively getting feedback from you on your satisfaction with the MEDICAL HOME.