

What is a Patient Centered Medical Home?

What is a Medical Home?

A **Medical Home** is not a place or somewhere you would go, it simply means an applied **team-based approach** by your primary healthcare provider, where integrated care can help maximize your overall healthcare outcome!

The Patient Centered Medical Home (PCMH) model practice emphasizes in care coordination and improved communication in order to provide **quality care, lower medical costs**, and provide an **excellent patient care experience**.

How does this affect you?

As part of our commitment to provide you with the highest standard of care, by practicing a team-based approach for better care and communication as well as using innovative and secured tools for improved health care access. We partner with you and collaborate with your other providers to achieve the best quality tailored care we can offer!

Did you know?

You can prolong your life and lower the cost of your healthcare, just by taking control of your health. Having an annual exam with your provider can help assess and improve your overall health and well-being.

Our role as your trusted HEALTHCARE TEAM

- Provide a safe and healthy healthcare environment.
- Partner with you in making your healthcare decisions.
- Coordinate with you, your authorized representatives, and other healthcare providers.
- Keep you informed and on-track by providing:
 - *Health Coaching*
 - *Self-Care Management Support*
 - *Health resources*
 - *Preventive care*
 - *Tailored care*

Your role as a PATIENT

- Communicate closely with us.
- Keep us up-to-date with your medications, immunizations, allergies, conditions, tests, consultations, and hospitalizations.
- Advise of any changes about you and your families' medical history.
- Inform and authorize your other providers to coordinate with us.
- Participate in decisions about your health.
- Follow treatment plans and self-care management directions.
- Speak up and ask questions!

To learn more about PCMH, please ask for Anna Siegel.



Meet Our Care Teams

At Middletown Family Care Assoc., we formed our care teams in order to provide tailored care for each of our patient needs. Every patient is assigned to a care team.

What is a Care Team?

A care team is group of health professionals and support staff working together with the patient to achieve a common purpose. As a patient, **YOU are the team captain of your team!**

Why Patient Care Teams?

Patient-centered care teams deliver care that is respectful of and responsive to their individual patient preferences, needs, and values.

CARE TEAM ROLES

Primary Care Provider (PCP)

Your PCP is the physician who knows you best and who is ultimately responsible for your overall medical care. He or She prescribes medications and orders any necessary screening and diagnostic studies, referrals to specialists, and any other medical treatment. Your PCP also discusses and reviews your care plan and goals with you.

Medical Assistant (MA)

Your MA is the person that escorts you from the waiting room to the exam room, takes your vital signs and updates your clinical information in your medical record. They can also perform certain diagnostic tests like EKG, draw your blood, and administer injections.

Physician Assistant (PA)

Your PA is a specially trained professional who works collaboratively with your physician. He or she can diagnose and treat many of the same conditions as your PCP and can order tests and prescribe medications. They also work very closely with your PCP in reviewing your care plan and goals with you.

Patient Service Coordinator (PSC)

Your PSC is the person who obtains your current demographic and insurance information. He or she also schedules your appointments, works with your insurance, and helps coordinate your care across settings by following up with you after you are seen by another provider or reminds you regarding studies that you need done.



What is a Patient Centered Medical Home?

MIDDLETOWN FAMILY CARE ASSOC. is dedicated to providing our patients with the highest standard of care. We believe that our patients receive the best possible care when they participate in their medical treatment. A **Patient Centered Medical Home** is a partnership between an informed patient and authorized representatives and a physician-led care team.

As your medical home, we will:

- ✓ Allow you to select a personal clinician and care team who will know you
- ✓ Help improve your overall well-being including behavioral health by learning about you, your family, life situation, and health preferences
- ✓ Respect your privacy and keep your information confidential unless you give us written permission or it is required by law
- ✓ Inform you about your health condition in a way you can understand
- ✓ Take care of your short term illness, long term chronic disease, and preventive care
- ✓ Collaborate with your other health care providers to coordinate your care
- ✓ Notify you of your test results using our patient portal or by phone
- ✓ Keep you up to date on all your vaccines and preventive studies
- ✓ Remind you when tests are due to help prevent delays in your diagnosis and treatment
- ✓ Use current evidence-based guidelines and provide self-care management support
- ✓ Give the care that meets your needs and fits your goals and values
- ✓ Discuss and review your care plan and provide educational resources
- ✓ Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy

Other important information:

- ✓ We have extended hours: Monday to Friday 8:00am-6:30pm and Saturday 9:00am-1:00pm.
- ✓ Our on-call physicians are available to speak with after-hours by calling our main office numbers
- ✓ We encourage you to use IQ Health, our secured patient portal to access your health information and communicate with us for non-urgent matters during and after office hours.

We trust you, our patient to:

- ✓ Participate as a full partner in your care
- ✓ Understand your health condition and let us know if there is something you do not understand
- ✓ Inform us about your health needs and concerns
- ✓ Take your medications as prescribed
- ✓ Come to each visit with any updates on medications, dietary supplements, or remedies you are using and let us know if you need a refill
- ✓ Keep us up-to-date with changes in your personal, family, medical and social history
- ✓ Inform us if you were seen by any other provider or at any facility and/or if you had any test ordered and/or medications prescribed by them
- ✓ Ask other providers to send us your reports
- ✓ Know what your insurance covers and let us know if a service is not covered; pay your share of any fees
- ✓ Keep your scheduled appointments and notify us at least 24 hours prior if you need to cancel
- ✓ Call us if you do not receive your test results within 2 weeks
- ✓ If possible, inform us if you are going to the Emergency room so that we can assist with your treatment
- ✓ Follow the care plan that you have agreed upon, or let us know why you cannot so we can try to help and change the plan
- ✓ Give us feedback on how we can improve our services

Either you or your doctor may end this partnership at any time. If you choose to end this partnership, please notify us and tell us why. Thank you for choosing us as your health partner! Please acknowledge below.

Patient Name: _____ DOB: _____

Patient Signature _____ Date _____

