

# Your Patient-Centered Medical Home

## Welcome to Your Medical Home

A Medical Home is all about you. Caring about you is the most important job of your Patient Centered Medical Home. In this personal model of health care, your primary provider leads the team of health care professionals that collectively take responsibility for your care. They make sure you get the care you need in wellness and illness to heal your body, mind, and spirit.

Your personal provider and an extended team of health professionals build a relationship in which they know you, your family situation, your medical history, and your health issues. In turn, you come to trust and rely on them for expert, evidence-based health care answers that are suited entirely to you and your family.

## The Medical Home Advantage

There are many benefits to being in a Medical Home:

- We are available when you need us. You can communicate with us easily and efficiently. We offer same day appointments and phone advice 24/7.
- We know YOU and your health history, and suggest treatment options that make sense for you
- We help you understand your condition(s) and how to take care of yourself. We explain your options and provide you with the information and tools to help you make decisions about your care.
- We assist you in coordinating your health care, even if we are not the ones giving you the care. We can help you find specialists, get appointments, and make sure other doctors have the information they need to treat you.

## Who is your Medical Home team?

Your team may include a doctor, nurse practitioner, licensed practice nurse, medical assistant, or health educator, as well as other health professionals. These professionals work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal doctor arranges for appropriate care with qualified specialists.

## We want to learn about you

- We want to get to know you, your family, your life situation, and preferences, and suggest treatments that make sense for you.
- We want to treat you as a full partner in your care.
- We want to communicate effectively with you.
- We want to give you time to ask questions and we want to answer them in a way you understand.
- We want to make sure you know and understand all of your options for care.
- We want to help you decide what care is best for you. (More care isn't always better care.)
- We want to ask you for feedback about your care experience.

## We want to support you in caring for yourself

- We want to help you set goals for your care and help you meet your goals one step at a time
- We want to give you tools and information to support you in those goals
- We want to encourage you to fully participate in recommended preventive screenings and services
- We want to give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy

## Here is what you can do

### Actively participate in your care

YOU are the most important member of the medical home team.

- You are a full partner in your own health care
- Learn about your condition and what you can do to stay as healthy as possible
- As best you can, follow the care plan that you and your medical team have agreed is important for your health

### Communicate with your Medical Home team

- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies you use.
- If you don't understand something your doctor or other member of your medical home team says, ask us and we can explain it in a different way.
- If you get care from other doctors or go to the hospital, always tell your medical home team so they can help coordinate for the best care possible
- Talk openly with your care team about your experience in getting care from the medical home so we can keep making your care better.

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