



## Re: Patient-Centered Medical Home Initiative

*Dear CCHS Patient:*

Welcome to CCHS's **Patient-Centered Medical Home (PCMH)** initiative, a new way of managing your health care! PCMH is not a building, a house, or a hospital. It is a Model of Care (MOC) designed to improve the coordination of your health care with an emphasis on your all-around well-being. While we believe we have been providing patient-centered care, encouraging a partnership with each of our patients, PCMH goes further.

### **Five Key Functions of the Patient Centered Medical Home:**

- PCMH is designed to meet the majority of a patient's physical and mental health care needs through a "team-based approach" to care. Your provider, nurse, case manager, dentist and other chosen staff work together to organize all of your care.
- PCMH delivers primary care that deals with the whole person by partnering with patients and families through an understanding of and respect for culture, unique needs, preferences, and values.
- PCMH coordinates your care across all elements of the health care system, such as specialty care, hospitals, home health care, and community services, with a strong emphasis on transitioning you, the patient from one level of care to another.
- PCMH strives to make primary care accessible through minimizing wait times, enhanced office hours, and after-hours access to providers through alternative methods such as telephone or email.
- The PCMH model is committed to providing safe, high-quality care through clinical decision-support tools, evidence-based care, shared decision-making, performance measurement, and population health management. Sharing quality data and improvement activities also contribute to a systems-level commitment to quality.

Please allow CCHS to provide you the best care possible. *Choose* a provider as your primary care physician or primary nurse practitioner.

Your chosen provider will work with other health care providers to take care of you. As your care team, we will involve you in decisions about your health and health care, and thus be able to develop a stronger relationship with you. You will continue to have access to your provider through: our Patient Portal, Call Center, After-Hours Phone Service, and secure email through CCHS's website. These are all elements in CCHS's approach to your care. If you are over 40 years of age or have a chronic condition for which you are being treated and have *not* seen one of our providers within the last year, please contact our offices and schedule an appointment so we may reconnect.

As a **Patient-Centered Medical Home**, we are committed to your life-long health and well-being. We believe that to achieve this goal there must be a **partnership** between you the patient, and your medical provider.



### **We will work together to...**

- Care for short term illnesses and manage long-term chronic diseases
- Achieve and maintain your health over your lifetime.

### **You will...**

- Be open and honest in providing your doctor with your health-related information
- Agree to keep scheduled appointments at our office as well as with any specialists
- Follow the medical care plan that is agreed upon at your office visit as best you can
- Participate in developing an action plan to self-manage a chronic condition (such as diabetes, asthma, etc.)
- Take steps to achieve *a healthy lifestyle* and get timely *preventive* services.
- **Agree to ask questions** if you do not understand any portion of your health care.
- Notify us if your insurance, prescription coverage or financial situation changes

### **Your Medical Provider and Care team will...**

- Respect your privacy and keep the information confidential
- Your provider will offer appropriate medical advice and information based on current recommendations
- Engage in an open and honest discussion of all treatment options
- Seek opinions from high quality specialists, when needed, for your care
- Help to keep your healthcare affordable
- Ensure afterhours access to care (by phone after hours service) if needed

### ***PATIENT CHECKLIST – BEFORE APPOINTMENT***

Get ready for your appointment! Use this handy checklist.

- ☐ Make a list of **any questions** you have about your health. Put the questions that are most important to you at the top of the list.
- ☐ Make a list of other health care providers you have visited. Jot down their contact information and the reason why you visited them.
- ☐ **Bring** all of **your medications**, in their original containers, to your appointment. Be sure to include prescription, over-the counter, natural, and herbal medications and dietary supplements.
- ☐ Bring your personal identification, insurance card and other insurance information with you.
- ☐ Print and complete forms applicable to your visit.
- ☐ If you have no insurance and are a Self-Pay Patient: Please bring your most recent tax return, last pay stub or letter from employer on company letterhead is acceptable.
- ☐ Payment for any fees incurred as a result of your health care visit