

# Welcome to your Medical Home

## EG Healthcare

Patient-Centered Medical Home is a team-based model of care led by primary care provider who provides continuous and coordinated care throughout a patient's lifetime to maximize health outcomes. The PCMH practice is responsible for providing all of a patient's health care needs or appropriately arranging care with other qualified professionals.

### OUR RESPONSIBILITY

- Learn about you, your family, life situation, and health goals and preferences.
- Remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings and understand you if you feel overwhelmed by any medical conditions affecting you.
- Respond promptly to you – and your calls – in a way you understand.

- Provide you with high quality care, which includes ensuring that you and your family are educated about your health condition
- Help you learn and understand any illnesses and how to manage your own condition.
- Understand that behavioral healthcare is part of the whole person's care, as such, the practice has a mental health specialist on staff to address our patients' behavioral health needs.

## YOUR RESPONSIBILITY

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health.
- Take medications as prescribed.
- Use our patient portal to track your health and to share your personal health record when appropriate with other caregivers.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Pay your share of any fees.

## ACCESS AND COMMUNICATION

During office hours you can call us with questions about your care.

### **After Hour Issues:**

- For **Emergencies** call **911** or go to the nearest emergency room.
- For urgent matters call our office and listen to the prompts to be connected to our answering service representative who will contact the provider on call.
- For non-urgent matters, call the office number and listen to the prompts to leave a message. All messages will be answered on the next business day

You are also welcome to contact the Practice Office Manager through your patient portal at

[www.yourhealthfile.com](http://www.yourhealthfile.com)

Call the office with any inquiries. 718.698.6700