



Welcome to your Medical Home

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 patient's 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 or Office Manager through your patient portal at www.yourhealthfile.com

Call the office with any inquiries. **(718)698-6700**