



Patient Centered Medical Home (PCMH):
What is it and how does it affect me as a patient?

At the heart of the Patient Centered Medical Home (PCMH) is the relationship between you, the patient, and your health care team led by your doctor or provider of choice. Our main concern is the health and wellness of our patients and our primary goal is to provide the best comprehensive and coordinated health care for patients at all stages of their life. It may seem easier to see any doctor you can when you or a family member is sick, but having a PCMH-one doctor or provider of choice you call every time- means you are more likely to get the best possible care. If you see the same doctor every time, they will know what sicknesses and health care you have had and you will develop a relationship with your doctor and the healthcare team.

As your doctor or provider of choice, we will:

- Explain diseases, treatments, and results in an easily understandable manner.
- Listen to our patients' feelings and questions, helping them make decisions about their care.
- Provide timely access to medical care and same day appointments, whenever possible.
- Provide the care our patients need when needed.
- Provide care based on quality and safety.
- Send our patients to trusted experts, if needed.
- End every visit with clear instructions about expectations, treatment goals and future plans.

We trust you, our patient, to:

- Ask questions, share your feelings, and be a part of your care.
- Be honest about your medical history, symptoms, and other important information about your health.
- Tell your doctor about any changes in your health and well being.
- Make healthy decisions about your daily habits and lifestyle.
- Let us know when you see other doctors and what medications they may put you on or change.
- Ask other doctors to send us a report about your care when you see them.
- Keep your appointments as scheduled whenever possible.
- End every office visit with a clear understanding of your doctor's expectations, treatment goals, and future plans for you.

