



## What is a Patient-Centered Medical Home and what does it mean for you?

Care teams affiliated with Patient-Centered Medical Homes focus on connecting the dots and coordinating your overall care, rather than just treating the symptoms that brought you in to the office that day. In the Patient-Centered Medical Home model, your primary care physician leads the team of medical professionals, including specialty physicians, behavioral health specialists, pharmacists, nutritionists, health educators, and other health care professionals, who are all focused on the goal of improving your overall health. Within a medical home model, technology like the electronic health record and patient portal are used to communicate and coordinate your care and provide the best possible outcomes for you.

You, the patient, are the most important part of the medical home. We encourage you to take an active role in your health and to work closely with the healthcare professionals involved in your care, so you can be sure you are getting the care that you need.

## Community Care Physicians, P.C. is NCQA Nationally Recognized

Community Care Physicians was the first medical group in the Capital Region to have its primary care practices awarded Recognition by the National Committee for Quality Assurance (NCQA) Physician Practice Connections® – Patient-Centered Medical Home™ (PPC-PCMH) Program.



NCQA recognition is reserved for medical practices that support the delivery of high-quality care based on nationally recognized clinical standards.

CCP's primary care practices earned recognition at the highest of three possible levels of achievement. The Patient Centered Medical Home is a model of care that focuses on the relationship between the care team and the patient, where care is coordinated through patients' primary care physicians. This designation affirms Community Care Physicians' commitment to the delivery of innovative, quality, compassionate healthcare and highlights our dedication to the wellbeing of our patients.

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

# Patient-Centered Medical Home



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*A Patient's Guide to Total Healthcare with a Team Approach*



## How does a patient-centered medical home benefit me?

### As primary care providers, in a patient-centered medical home we:

- are available when you need us. You can communicate with us easily and efficiently and get appointments quickly. We even have access to an online patient portal where you can communicate securely over the Internet with your doctor's office.
- know you and your health history and can suggest treatment options that make sense for you.
- help you understand your condition(s) and how to take care of yourself.
- help you coordinate your health care. We will help you find specialists, get appointments, and make sure specialists have the information they need to care for you. Community Care Physicians includes a number of excellent specialty and subspecialty physicians, all of whom share electronic health records and imaging studies, allowing your records to be immediately accessed by the providers administering your care. We are happy to refer you to any of these Community Care specialists when needed, or to any appropriate specialist you prefer.
- use technology such as electronic medical records and share records to help prevent medical errors and make sure that we are always on the same page.

## Roles of Patient and Physician: Connecting the dots...together.

Your care team will take the time to get to know you, your personal situation and your family, while supporting your healthcare needs throughout your lifetime.



### As a provider of primary care services, we promise to:

- Learn about you, your family, life situation, and health goals and preferences. I will 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 as your health needs change.
- 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 of your options.
- Listen to your questions and feelings. We will respond promptly to you - and your calls - in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- We also encourage you as the patient to be in charge of your own health by participating in your care and communicating openly with your care team.

### We trust you, as our patient, to:

- 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.
- 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.
- Call us 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.
- Agree that all health care providers in my care team will receive all information related to your health care.
- Pay your share of any fees.
- Provide feedback to help us improve our care for you.