

## What Is Patient-Centered Medical Home (PCMH)?

A PCMH is more than just a doctor's office or clinic.

It's a partnership between you, your primary care provider, and a team of healthcare professionals to make sure you get the right care at the right time.



**Patient-Centered** means the focus is **on you** and all your health needs, and not just when you are sick.

**It's called a Medical Home** because you are surrounded and supported by a healthcare team. Your team cares **about** you while caring **for** you.

## GUIDELINES FOR GOOD PATIENT to PROVIDER COMMUNICATION

- Please make sure you know the date and time of your appointment.
- We'll do our best to give you a reminder call for appointments, but please make a note to yourself.
- Parents, please bring your child's immunization record to each visit.
- Please bring a list of all the doctors that take care of you to each visit.
- Please bring a list of all medicines and/or their containers (including medi-sets); even over-the-counter, natural/herbal and vitamins to each visit.
- We ask that diabetic patients bring their glucometer to each visit.
- Please provide proof of income and insurance information upon request
- For appointment cancellations, please give us at least 24 hours' notice.
- For prescription refills, contact the pharmacy of your choice, but please give us 24-48 hours notice, or you may risk being without medications for a few days.
- For the patient assistant program (PAP), please call 30-45 days before running out of your medications so we have time to assist you.



## Patient-Centered Medical Home (PCMH)

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[www.fhsid.org](http://www.fhsid.org)

### Hours of Operation:

Monday	8:00 a.m. - 6:00 p.m.
Tuesday	8:00 a.m. - 6:00 p.m.
Wednesday	8:00 a.m. - 6:00 p.m.
Thursday	8:00 a.m. - 6:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 4:30 p.m.



## A Patient's Guide to understanding healthcare through Patient-Centered Medical Home (PCMH).

Your PCMH care team includes your primary care provider, other healthcare professionals that you see, and **you**.

### Your PCMH Care Team will:

- Help you play an active role in managing your health.
- Work with you to make a personalized plan that focuses on *all* your health needs and goals.
- Coordinate the care you get among different healthcare settings.
- Help you get the care you need.
- Make it easier for you to reach your provider through email, phone calls, and same day appointments.
- Use technology, such as electronic health records, to stay on top of your health issues.
- Answer questions about your health and your care.
- Provide coaching and advice to help you reach your goals.
- Keep your information confidential.



### Coordinating Your Healthcare

At times, you may need to see other healthcare professionals or receive community services to help you reach your health goals. These services could include:

- Behavioral Health Specialist
- Hospital Care
- Community Support
- Pharmacy services
- Oral Healthcare
- Specialist Treatment Services

When you need help from other doctors, or need other services, your team will *work with you* to figure out what is best *for you* and *support you* every step of the way.

## THE FOCUS IS ON YOU



**You can work with your PCMH care team by doing the following:**

- Tell your team about your health and life so they can best understand how to help you get and stay healthy.
- Tell your team about other health care you receive so they can coordinate your care.
- Ask questions about your health and your care.
- Call your FHS PCMH care team if you have health concerns or questions.
- Let your FHS PCMH team know if you don't understand your personalized plan or if it isn't working for you.
- Take your medicines as directed.
- Keep your appointments.

You are at the *center* of your FHS PCMH care team!

It is important that you take an active role in the team to get the most out of ***your health care.***