

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)

388 Martin St.

Twin Falls, ID 83301

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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.***