

PATIENT CENTERED MEDICAL HOME (PCMH) RESPONSIBILITIES

THE BEST HEALTHCARE
POSSIBLE

Thank you for choosing me as your primary care provider. My staff and I are committed to providing the best healthcare possible for you. That's why we have embarked on a powerful new effort, focused on giving you the best care at all times, even when you are not in our office. To help us do that, we've adopted a proven framework called the Patient-Centered Medical Home.

CREEKSIDE FAMILY MEDICINE
12 N CHURCH ST
CANASERAGA, NY 14822
1-607-545-0032



Hours of Operation
M-F 8-4:30

Medical Home Responsibilities

Scope

Scope of services

The practice is concerned with whole person care, to include behavioral health needs, as there is a BH practitioner on site. The office provides lab draws, medication injections, geriatric and diabetic care.

Equality

Provides equal access

The practice provides equal access to care for all of their patients regardless of source of payment and provides information for obtaining insurance.

Insurance Coverage

Information to obtain

The practice gives uninsured patients information about obtaining coverage in the office and gives equal access to care.

Transfer

Of care

The practice assists in helping new patients migrate their personal health records from their previous provider to coordinate a smooth transition. A HIPAA compliant medical release form is provided for patient signature by the front office staff.

Coordination

Patient care

- Timely communication for follow up and orders. Accessibility through a patient portal and accessible for transition of care through an electronic medical record for specialists, hospitals, rehabilitation centers, and other facilities.

After Hours

Please call 911 for emergencies or report to the closest Emergency Room

- If you have an afterhours urgent matter please proceed to Noyes After Hours clinic in Dansville at 111 Clara Barton St. (585-335-3096). No appointment is necessary. Their hours are Monday – Friday 5pm – 10pm and Saturday and Sunday 2pm – 10pm.

Medical History

Complete medical history and information

- The practice functions most effectively as a medical home if patients provide a complete medical history and information about care obtained outside the practice. This is done through communication with specialists, current medication list, self-care information, hospitalizations, specialty care of ER visits.

Evidence Based Care

Education and Self-management

- The care team provides access to evidence-based care, patient and family education and self-management support through Up to Date, medical reports, journals, and research.

Instead of finding out what is going on with your health when you go in for an appointment, all of your team members will be on the same page, all the time.

That level of familiarity is what **MEDICAL HOME** is meant to convey. We want you to feel “at home” with your health care. But we are not the only ones who are committed to staying on top of your health.

MEDICAL HOME-your team will be able to keep up with your health status at all times and will use technology like electronic medical records to communicate with each other and coordinate your care across healthcare providers. Team access to your test results

COORDINATING CARE-The patient may contact us for a referral and a provider may be suggested at the time of a visit. If the patient is 60 or older, we may refer them to another PCP. Behavioral Health needs are available at the office. We have a Licensed Marriage and Family Therapist in the office 2 days weekly.

PATIENT-CENTERED CARE-maintaining your optimal health team of dedicated professionals working together for your individual healthcare needs

EVIDENCE BASE CARE-we use evidence-based, medically proven techniques and treatment plans when seeing our patients and provide educational access

AFTER-HOURS CARE-when you are not feeling well visit or call our Noyes Dansville office first Dansville at 111 Clara Barton St. (585-335-3096). Messages will be forwarded to the provider on call and calls are returned promptly



► **COMPREHENSIVE MEDICAL HISTORY**

Ultimately, we want to help you take responsibility for your health. You are the most important part of your healthcare team. The power to give yourself the best care possible is in your hands. Share our healthcare team goals by following important guidelines:

- Communicate your health and needs with our team
- Share any updates on medications, dietary supplements, or remedies you're using and any questions you may have about them
- Tell us when you see another health care provider so we can add them to your team and help coordinate your care
- Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel at least 24 hours in advance
- Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible
- Work with us to develop and follow a plan that's best for your health
- Contact us after-hours at 585-335-3096 if you feel your issue cannot wait until the next day
- Feel comfortable working with members of your extended care team who will contact you for health and wellness coaching, education and advice
- Offer any feedback you may have to help us improve our care