Patient-Centered Medical Home is a model of care designed to strengthen our partnership with our patients by providing coordinated care and a long-term healing relationship. Each patient is a member of this Care Team. The medical home model delivers a more personalized, coordinated, effective, and efficient standard of care.

**IMPROVEMENTS YOU CAN EXPECT**

- A written care plan unique to your health needs that describes how we, as partners, are managing your health conditions
- A telephone call when we notice we are missing results needed for your next visit
- Continued improvements in quality care through your feedback
- A team approach emphasizing prevention/wellness and acute, chronic care
- Improved communication and access to your medical treatment and care

**CARE TEAM RESPONSIBILITIES**

- Listen to your questions and concerns and provide an appropriate and understandable response
- Make treatment and care management plans easy to understand
- Provide you with an explanation regarding all medications prescribed, treatment plans, and goals
- Provide access to MyChart which enables you to securely view your electronic medical records and request appointments and prescription refills
- Referrals to appropriate specialists and/or hospital when needed
- Provide better access to medical care through "same day" and "extended hours" appointments
- Provide medical advice during and after office hours
- Provide medical care using evidence-based guidelines
- Provide educational materials and health resources

**PATIENT RESPONSIBILITIES**

- Communicate and ask questions about your health and take an active role in your care
- Give a detailed and honest medical and mental health history of your entire family
- Provide an update of any changes in your health at each visit
- Give other providers or medical facilities your Primary Care Provider’s information when seeking care outside the practice
- Take all medications prescribed as directed by your provider
- Provide information about over-the-counter medications and herbal supplements you are taking
- Know what medications you take, the dosage, and why you are taking them
- Keep all scheduled medical appointments
- Provide a personal email address and primary telephone number for optimal communication
- Discuss and be involved in your treatment plan with your Care Team and follow advice as given
- Provide information about any care received outside the practice
- Contact your Primary Care office with medical questions or concerns unless you are experiencing a medical emergency
- If you are experiencing a medical emergency, please call 911

Visit KetteringPhysicianNetwork.org and click on the TALK TO US! button to let us know how we are doing.
Kettering Physician Network’s primary care practices have either achieved or are in the process of applying to become National Committee for Quality Assurance (NCQA) Recognized Patient-Centered Medical Homes.

Visit KetteringPhysicianNetwork.org to find practices that have achieved NCQA Recognition.

**THINGS TO REMEMBER CHECKLIST**

- Bring all medication bottles to every appointment
- Bring a written list of questions for your provider to appointments
- Sign up for and use MyChart
- Schedule your follow-up appointment before leaving the office
- Call your Primary Care office with any medical questions. For all medical emergencies, call 911
- Inform your Care Team of any services you receive from any other physician or health care facility, including Urgent Care, Emergency Department, or Hospital
- Speak with a member of your Care Team today or visit KetteringPhysicianNetwork.org for more information about Patient-Centered Medical Homes

**TAKE ACTION**

- Sign up for MyChart
- Read your After Visit Summary following each appointment
- Respond to Patient Experience Survey
- Visit KetteringPhysicianNetwork.org
  - Physician’s webpage
  - Health library
  - News & Events
  - TALK TO US! Button

**PARTNERS IN CARE**

Patient-Centered Medical Home

Care Centered Around You

KetteringPhysicianNetwork.org