

Our Model of Care

We see YOU as a vital member of your health care team. We are committed to providing you with the quality care you need, when you need it most. As part of a medical home, your care will be delivered by a small team of doctors, nurse practitioners, dentists, nurses, and assistants. Together they will help you maintain your health by making sure you are up to date on all of your lab work, health and dental screenings, and immunizations. If you should develop a chronic condition they will aid in creating a custom care plan, and will help you follow it. When needed, your care team will assist you in seeing a specialist and will coordinate your care with that doctor's office.

As part of a patient-centered medical home, the Health Center staff is committed to providing easy access to your care team. We provide same day sick visits and dental visits (if able). We can normally schedule follow up visits and physical exams within a week. **Your care team is available by phone during normal business hours,** and a health center professional is available outside of business hours if you should ever need us. We strongly encourage you call us for appointments in advance, including same day urgent care.

A Primary care provider (PCP) is a person who sees to your common medical problems and is often involved in your care for a long time. It is important to select someone with whom you will feel comfortable. Your primary care provider is the leader of your patient-centered medical home team.

Should you be hospitalized, your PCP may be consulted to provide the hospital team information for your future health care needs. Your PCP wants you to return back home safely and with information needed to care for yourself.

Revised January 2018