



We are improving the way we provide team care to you!

Our new model is called the Patient-Centered Medical Home, and it is right here at the Duffy Health Center.

How Can I Be A Partner In My Care?

Talk to us

- ⇒ Give us feedback on how the office works
- ⇒ Talk with your care team about your health problems and concerns
- ⇒ Ask your team how you can best take care of yourself

Take care of yourself

- ⇒ Set health goals that you feel you can reach
- ⇒ Do things to reach your goals and lower your health risks
- ⇒ Join support groups with people like you
- ⇒ Learn how to manage serious illnesses

Learn before you decide

- ⇒ Look at different treatment options, their risks and benefits
- ⇒ Create an action plan with support from your care team

Be safe

- ⇒ Tell us about any medicines, supplements, and herbal or holistic products you take
- ⇒ Talk with us about any safety concerns you have

In 2013 Duffy Health Center received special recognition by the National Council on Quality Assurance (NCQA).

The NCQA recognition shows that Duffy Health Center delivers quality care to improve patient health as a Patient-Centered Medical Home (PCMH).



The PCMH is a better way to take care of your health needs and to help you manage your own care.

Provider Name: _____

You are part of the _____ Team.

We are improving the way we provide team care to you!

Our new model is called the ***Patient-Centered Medical Home***, and it's offered here at the Duffy Health Center.

A Patient-Centered Medical Home (PCMH) is a new way of delivering healthcare:

- there is a focus on a partnership between you, your physician and your care team
- it offers care that is easier to access and is coordinated and comprehensive .
- it ensures all of your preventive, acute, and chronic care needs are met
- there is an emphasis on efficient and timely service delivery

At Duffy, your care team may include staff from the medical, behavioral, and case management departments.

Your providers will

- provide health care that is right for you, whether it's for medical, mental health, substance abuse, benefits enrollment, or other support services you may need.
- direct your clinic care team to coordinate your care

The team will

- plan for your appointment by reviewing your record and making sure all required documents are in your chart
- make sure testing is completed, results are obtained, and you are notified of your results in a timely manner
- follow-up on referrals; making sure appointments are kept, that specialists have information about you before your appointment, and that your physician receives the specialist's recommendations

If you are in the hospital your care team

- *will make sure the physician seeing you in the hospital has your health information*
- *will make sure you understand how to call if you have questions about your treatments or medications after discharge*
- *will make sure you return for follow-up after discharge*

In return, we ask that you

- are an active participant in your health care
- take charge of your health by assuming responsibility for aspects of your care
- follow the Care Plan your team has developed with you, and let your team know when you can't
- call Duffy Health Center for advice before going to the Emergency Room in a non-emergent situation
- work with the care team to learn how to self-manage your care