



## We are a Patient Centered Medical Home

Dear Patient:

We welcome you as a patient of Your Community Health Center. We practice as a **Patient Centered Medical Home**.

### 🏠 What does it mean to be a Patient Centered Medical Home?

- You will have a **personal provider**. You will have a choice of one of 3 primary care providers and will schedule all of your visits with that same provider.
- Our three providers are Matthew Porter MD, Elaine Briggs DNP, and Johnnie Winnie Parker, FNP-C. To learn more about our Primary Care Providers go to our website at <http://www.your-chc.org/clinical-staff.html>.
- Our primary care providers treat the **whole person** including preventative care, acute care, and chronic care.
- Our primary care providers treat **all ages of patients** including pediatric, adult, and geriatric.
- Our primary care providers **coordinate all aspects of care** and will refer you to specialists, the emergency room, or the hospital if needed and will track your care outside of Your Community Health Center.
- **We see all patients** without regard to race, religion, sexual orientation, ethnicity, or ability to pay.

### 🏠 How does the Patient Center Medical Home Work?

- **We believe in same day appointments so you can often be seen the same day you call with a new** health issue.
- We make sure that you can obtain clinical advice 24 hours a day 7 days a week.
- **We track all imaging and laboratory tests** until they are completed and the results are reviewed.
- If you have a complex medical problem we will **develop an individualized plan of care** specifically for you.
- We will involve you in **self-management and shared decision-making** related to your health issues.
- We utilize advanced health information systems including **electronical health records** to manage your care.
- We believe in using **evidence-based medicine** in selecting tests and treatments.
- We are committed to **measuring the quality of our care** and comparing our performance to other health centers and national standards.

## 🏠 **What Services do we provide?**

- Primary care provided by a physician or advanced practice nurse
- Behavioral health services including counseling and medication management provided by a clinical psychologist and an advanced practice psychiatric nurse
- Preventive and restorative dental services are available from our 2 dentists
- Patient education on drug treatment of disease is available from our registered pharmacist

🏠 Let us know **if you have been seen elsewhere in the Emergency Room or the Hospital.** We will request your records for you.

🏠 Let us know **if you need help obtaining health insurance coverage.** We may be able to help you find coverage.

🏠 Let us know **if you want to know more about your prescribed medications or illness or even about disease prevention.** We have a variety of educational materials available including shared decision making tools and disease self-management tools that can make you a more educated patient.

## 🏠 **Did you know?**

- During office hours you can call us for Clinical Advice (573-426-4455)
- If the office is closed, you will be given the number of our Nurse Clinical Advice Line and you will be able to get advice from a trained nurse.
- Day or Night, You can send your provider a secure electronic message through our Patient Portal
- If you are seeing other providers including specialists (orthopedics, neurology, gastroenterology, rheumatology, endocrinology, psychiatry, psychology, dentistry, etc.) we want to know so we can coordinate all of your care.
- We can obtain your past medical records for you. Just ask one of our front desk staff for a form to request medical records.
- **We have extended hours** past 5 pm nearly every day of the week. Check with the front desk staff for our current extended hours.

We Welcome You to Your Community Health Center!

*The Providers and Staff of Your Community Health Center*