

Patient Welcome Packet

Getting the Most Out of Your
Patient-Centered Medical Home (PCMH)



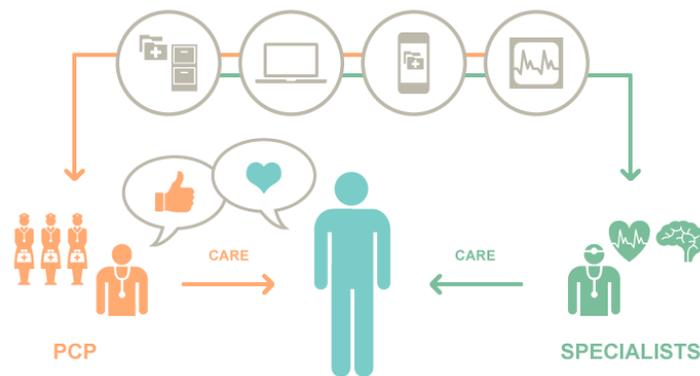
Griffin
FACULTY PHYSICIANS

Contents:

Your Patient-Centered Medical Home..... Page 2
Wellness Exams and Physicals: What You Need to Know Page 5
Checklist: Prepare for Your Visit Page 6
Questions for Your Doctor..... Page 7
Classes, Resources and Other Support Services Page 8

Patient-Centered Medical Home (PCMH): What Does It Mean For You?

Griffin Faculty Physicians is proud to be pioneering the Patient-Centered Medical Home Model, which aims to make you feel “at home” with your care by focusing on quality and a team approach led by your primary care physician (PCP) and supported by staff, specialists and other resources. PCMH looks like this:



PCMH combines teamwork and technology to improve your care and experiences with your care providers. We do this by being:

- **Patient-centered:** Medical decisions are made in partnership with you, your physicians and your family, and supported by information, education and resources.
- **Comprehensive:** Your care is handled by a team of physicians, nurses and specialists who look holistically at your physical and mental health needs.
- **Coordinated:** Your care is coordinated across all aspects of the health care system, including specialty care, hospitals, home health care, community services and supports.
- **Accessible:** PCMH delivers accessible services with access to "after hours" care, a 24/7 patient portal, and alternative methods of communication with your care team, such as email and telephone care.
- **Committed to quality and safety:** We gather and respond to patient experiences and data, so your care team can continually improve the quality and safety of care, and that you and your family can make informed decisions about your health.



It's been proven that when people have a long history with their PCP, they are healthier and have lower health care costs. That's because the better your doctor knows you and is aware of factors that might affect your health, the more likely diseases can be prevented or caught early.

As a PCMH practice, we are highly engaged managing your care. We will also stay in touch with you throughout the year through the patient portal, e-newsletters, telephone calls and other checkpoints to help us work together and meet your health goals.

So what does PCMH mean for you? Read on to learn more.

Benefits to a Patient-Centered Medical Home Model:

- **A team approach.** You not only have a Primary Care Physician (PCP), but an entire "care team" looking after your health, including specialists, staff members and wellness organizations that offer education, screenings, and other support.
- **Better relationships with your doctors.** A key goal of PCMH is to improve the relationship between you and your doctor. This also means longer doctor visits and 24 access to information.
- **Focus on prevention.** With PCMH, the focus is on prevention of disease, vs intervention after the onset of disease. This means screenings and preventative care to help you stay well, and quickly address health concerns at early stages.
- **More information about your health at your fingertips.** Your entire care team will be able to share knowledge about your health information today, but also work together to provide the best recommendations for what you need to be doing to improve your health in the future.

How can you obtain care and clinical advice from your Medical home team?

- During office hours you can contact your team to arrange an appointment or to discuss your healthcare needs by calling your primary care physician's office.
- After normal office hours, an on call provider will return your office call
- **For all emergencies, please call 911.**



Patient-Centered Medical Home (PCMH): Committing to Your Health Success

Success is not just up to the care team. PCMH puts you at the center of your care, encouraging you to take an active role in improving and maintaining your health.

Your commitment to your health includes:

- **Active involvement in your care.** Be sure to inform every doctor you see of who else is on your care team (PCP, specialists, etc) and talk with your doctors and care team about any questions you have. Make sure that the practice has your most updated, comprehensive medical information and complete medical history. If you have any records from previous providers, it is your responsibility to provide us with permission to access and obtain those records.
- **Provide feedback.** Give feedback about the care you are receiving so we can know how to better serve you.
- **Actively participate in goal-setting.** Carry out the health plan and goals that you and the care team have mapped out, and keep your doctors informed of progress and challenges as you go.

Our commitment to your health includes:

Our practice is committed to:

- **Improving accessibility and safety** through shorter waiting times for urgent needs, enhanced office hours, around-the-clock telephone coverage and electronic access to medical information.
- **Providing access to evidence-based care**, using the most advanced systems to keep track of your care, including medical records and electronic prescriptions.
- **Patient and family education.** This also means you will be provided with a clinical care summary sheet and appropriate educational materials each on every visit.
- **A process for goal setting and self-management support**, so you have the tools and resources you need to achieve your personal health goals.
- **Addressing behavioral health needs.** We are committed to assisting you in managing not only your physician health, but also your behavioral health. We will work with you closely on assessing your behavioral health needs, and based on our discussions, will refer you to a behavioral health specialist. Griffin Faculty Physicians is pleased to work in partnership with Griffin Hospital Outpatient Psychiatry Practice, which offers a full range of inpatient and outpatient behavioral health and chemical dependency programs in a comfortable, healing environment.

Wellness Exams and Physicals: What You Need to Know

There are two types of annual exams: A Medicare wellness exam (covered by Medicare) and a comprehensive annual physical (covered by commercial insurance or out of pocket). Below we have outlined what to expect during these exams.

	Annual Wellness Exam (Medicare)	Comprehensive Physical Exam
What is it?	A special type of preventative exam designed by Medicare for the needs of people 65 and older.	A physical exam is used to check your overall health.
What's typically covered?	If you're on Medicare, you are eligible for both a "Welcome to Medicare" preventative visit and yearly "wellness" visits. Follow-up screenings are not covered.	Most private insurance companies cover an annual physical exam every year or every other year. Follow-up screenings may not be covered.
What happens during a visit?	<p>"Welcome to Medicare" preventative visit:</p> <ul style="list-style-type: none"> This introductory visit is covered only within the first 12 months you have Medicare Part B insurance. This visit includes a review of your medical and social history, and education and counseling about preventive services and screenings. <p>Yearly "Wellness" visits:</p> <ul style="list-style-type: none"> If you've had Medicare Part B for longer than 12 months, you are eligible for a yearly wellness visit, which will help you develop or update a personalized prevention plan to prevent disease and disability based on your current health and risk factors. This visit is covered once every 12 months. 	<p>While individual appointments may vary, below is a guide to help you know what to expect during an annual physical.</p> <ul style="list-style-type: none"> Review your measurements (e.g., height, weight, blood pressure, and body mass index) Check your vital signs (blood pressure, heart rate, temperature) Examination of lungs, head, neck, abdominals and overall appearance Neurological exam of nerves, muscle strength, reflexes Review of your medical/family history A review of your risk for depression Preventative screenings and vaccinations assessment Review of the medications and supplements you are taking Discussion of any specialists you are seeing or have seen recently Discussion of lifestyle habits Review your personal health goals and create a plan for achieving them

Note: *If you receive any additional services or screenings during your Physical or Annual Wellness Visit, these services will be billed separately. This may include the physician addressing chronic conditions and current illnesses in detail during the visit.*

Checklist: Prepare for Your Visit

- Arrive 15 minutes before your scheduled appointment so you have time to complete any paperwork needed.
- Be prepared to pay your copay (due at the time of service.) We accept cash, check and most credit cards.
- Bring your insurance card or other insurance information, as well as your photo ID, to the appointment.
- Write down your health questions before your visit. (Use the back of this sheet.)
- Review your recommended screening(s) according to your age/gender (in your welcome packet.)
- Bring a list of your healthcare providers, including names, addresses, phone numbers, and reasons for the visits.
- Keep a running list of your current medications. If this is your first time to the office, please bring all of your medicine bottles to the appointment.
- Bring any prior test results or diagnostic screenings you have on file.
- If you would like, ask a family member, friend or care partner to accompany you to your appointment.

Questions for my doctor:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____



Classes, Resources and Other Support

As a Patient-Centered Medical Home provider, Griffin Faculty Physicians supports your care with health information, education and resources to help you achieve your personal health goals. We partner with Griffin Hospital to offer you a wide variety of educational programs to support general wellness and chronic disease management.

For more information on specific classes and times, please see the calendar on our web site www.griffinhealth.org.

Wellness Programs and Classes

Griffin Hospital offers wellness programs to help you with:

- Weight loss and management
- Childbirth support
- Diabetic education
- Cancer support
- Smoking cessation
- Lifestyle changes

Support Groups & Programs

Griffin Hospital offers support groups and programs for the following:

- Alzheimer's caregivers
- Bereavement and grief sufferers
- Moms
- Cancer caregivers
- Cancer
- Diabetes
- Emotional abuse
- Fibromyalgia
- Heart disease
- MS
- Parkinson's disease
- Sleep Apnea
- Weight Loss Surgery