


# PATIENT CENTERED MEDICAL HOME (PCMH) RESPONSIBILITIES

THE BEST HEALTHCARE  
POSSIBLE

Thank you for choosing me as your primary care provider. My staff and I are committed to providing the best healthcare possible for you. That's why we have embarked on a powerful new effort, focused on giving you the best care at all times, even when you are not in our office. To help us do that, we've adopted a proven framework called the Patient-Centered Medical Home.



CREEKSIDE FAMILY MEDICINE  
12 N CHURCH ST  
CANASERAGA, NY 14822  
1-607-545-0032



Hours of Operation  
M-F 8-4:30

# Medical Home Responsibilities

## Scope

### Of Services

The scope of services available within the practice including how behavioral health needs are addressed

## Equality

### Provides equal access

The practice provides equal access to all of their patients regardless of source of payment

## Insurance Coverage

### Information to obtain

The practice gives uninsured patients information about obtaining coverage

## Transfer

### Of care

Instructions on transferring records to the practice, including a point of contact at the practice

## Coordination

### Patient care

- The practice is responsible for coordination patient care across multiple settings

## After Hours

### Please call 911 for emergencies or report to the closest Emergency Room

- If you have an afterhours urgent matter please proceed to Noyes After Hours clinic in Dansville at 111 Clara Barton St. (585-335-3096). No appointment is necessary. Their hours are Monday – Friday 5pm – 10pm and Saturday and Sunday 2pm – 10pm.

## Medical History


### Complete medical history and information

- The practice functions most effectively as a medical home if patients provide a complete medical history and information about care obtained outside the practice.

## Evidence Based Care

### Education and Self-management

- The care team provides access to evidence-based care, patient and family education and self-management support



Instead of finding out what is going on with your health when you go in for an appointment, all of your team members will be on the same page, all the time.

That level of familiarity is what MEDICAL HOME is meant to convey. We want you to feel "at home" with your health care. But we are not the only ones who are committed to staying on top of your health.





## ► COMPREHENSIVE MEDICAL HISTORY

Ultimately, we want to help you take responsibility for your health. You are the most important part of your healthcare team. The power to give yourself the best care possible is in your hands. Share our healthcare team goals by following important guidelines:

- Communicate your health and needs with our team
  - Share any updates on medications, dietary supplements, or remedies you're using and any questions you may have about them
  - Tell us when you see another health care provider so we can add them to your team and help coordinate your care
  - Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel at least 24 hours in advance
  - Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible
  - Work with us to develop and follow a plan that's best for your health
  - Contact us after-hours at 585-335-3096 if you feel your issue cannot wait until the next day
  - Feel comfortable working with members of your extended care team who will contact you for health and wellness coaching, education and advice
  - Offer any feedback you may have to help us improve our care
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