



erlanger
Medical Group

Primary Care

A Patient-Centered
Medical Home is all
ABOUT YOU!



What is a Medical Home?

A “medical home” is a medical office where a team of health professionals work together to provide a new expanded type of care to patients. Having a Medical Home feels like having a traditional style of family provider, but with a team of professionals, using modern knowledge and technology, to provide the best possible care for you in their office regardless of the patient’s ability to pay for services.

Caring about you is the most important job of a Medical Home. The care in a Medical Home is personal and the team’s job is to make sure you get the healthcare you need. Our practices use evidence based care to provide you with access to nationally accepted clinical guidelines. We also provide access to patient/family education and self management support.

Your Medical Home Care Team

Your Care Team may include a physician, nurse practitioner, nurse, and a care coordinator, as well as other healthcare professionals like pharmacists. We coordinate behavioral health needs through our Licensed Clinical Social Workers and behavioral health referrals.

Your provider will keep up with your case and make sure that the whole team is notified of the care you receive. Electronic Medical Records (EMR) are used to help coordinate your care, so you don’t have to repeat the same information with each healthcare provider. Our on call, after hours staff have access to review your full medical record. The goal is to make sure everyone is on the same page when it comes to your care. Having a Home Care Team is like having “health coaches” who help you get healthy, stay healthy, and get the care and services that are right for you.

Your Medical Home Care Team is your health partner. They will:

Learn About You and . . .

- Get to know you, your family, your life situation, and preferences and suggest treatments that make sense for your care.
- Treat you as a full partner in your care.

Communicate with You and . . .

- Give you time to ask questions, and answer them in a way you understand.

- Make sure you know and understand all of your options for care.
- Help you decide what care is best for you. Sometimes more care is not better care.
- Ask you for feedback about your experience getting care.

Support You in Caring for Yourself and . . .

- Make sure you leave the office with a clear idea of how to care for yourself.
- Help you set goals for your care and help you meet your goals one step at a time.
- Give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

Teach You How to Take Care of Yourself and . . .

- Teach you about your health conditions and what you can do to stay as healthy as possible.
- As best you can, follow the plan you and your Medical Home Team have agreed is important for your health. If you have questions, ASK!

Communicate with Your Care Team and Always . . .

- Bring your medications, vitamins, and a list of any questions you may have concerning your health or treatment to each appointment.
- Tell your Medical Home Team when you don't understand something they have said.
- Tell your Care Team if you get care or prescriptions from other health professionals so they can help coordinate the best care possible.
- Talk openly with your team about the care they provide you so they can make care better.

Your Care Team:

- You can always call your PCP office, but can send email, request prescriptions and schedule appointments through your MyChart account or by using ZocDoc on www.erlanger.org.
- Knows you and your health history. They know enough about your personal or family situation to suggest treatment options that make sense for you.
- Helps you understand your condition(s) and how to take care of yourself. They help you sort through your options so you can make informed decisions about your care.
- Helps you coordinate your healthcare even if they are not giving the care themselves. They will help you find specialists, get appointments, and make sure specialists have the information they need to give you the best care. This includes behavioral health if indicated.

24/7 Care

Providers are on call for urgent needs. We also offer extended hours throughout our practices. All on call staff have access to view your full medical records to ensure you get accurate care, even if you are not talking with your PCP.

To make an appointment, call the office of your choice, visit www.erlanger.org, or use your MyChart account.

To transfer medical records, contact the office coordinator at your provider's office. We provide equal access to all of our patients regardless of ability to pay. If you do not have insurance, Financial Assistance and/or information about obtaining health insurance is available through our offices.

Erlanger Medical Group Primary Care Locations

