

On behalf of the President and Chief Executive Officer and Staff of North Florida Medical Centers, Inc (NFMC), we would like to welcome you to your Medical Home. Our goal is to provide excellent care that will meet or exceed your expectations. North Florida Medical Centers has grown over the years to a large organization with over 20 Practitioners, 100 staff and 10 sites. Our Medical Centers strive to meet the health care needs of our community. We are committed to providing you with superior, quality and accessible care to everyone - including those with insurance, uninsured or underinsured.



Baker Family Medical Center, Crestview Health Center, Jessie Furlow Medical Center, Wewahitchka Medical Center, Wakulla Medical Center, Madison Medical Center, Family Medical Center

## What is a Medical Home?

A Medical Home is a health center in which you have a personal relationship with your Care Team. Your Care Team includes the doctor or health care practitioner, nursing staff, financial services specialists and care coordinators. Their goal is to help with all your health care needs. You will receive evidence-based care from your care team as they help you manage your health and health care to keep you healthier, longer.

## In Your Medical Home You Can Expect:

1. You may select or be assigned to one of our doctors, health care practitioners and their Care Team. To select a practitioner you only need to let our staff know when you check in and at any time during your care.

2. We will make every effort to ensure all of your appointments and care needs are provided by your assigned Care Team. We will need your help here. Please schedule all of your appointments with the same team, and ask to see them even when you come in without an appointment. You are certainly welcome to schedule an appointment with a different Care Team if you so desire.

3. The Care Team is responsible for your visits, referrals to specialists and for tests, refills, responses to your questions and completion of forms.



Help with Refills

4. To see your Care Team, you may schedule an appointment by phone during regular business hours, request an appointment on-line through our patient portal or you may leave a message with our answering service after-hours, on weekends and holidays. Staff will call you back the next business day to schedule the appointment. You may also schedule a same day appointment or next day appointment with your practitioner.

5. You may call us 24 hours a day, 7 days a week with any care concerns or issues by phone. You may also submit requests online through our patient portal. You will be contacted by your Care Team or by another one of our excellent practitioners, within 24 hours.



After Hours Access

6. You may have some problems or concerns that we may not be able to address at one of our medical centers. To ensure that we address all of your care needs we may occasionally need to refer you elsewhere to see specialists or for tests and procedures.



Referral Services

We aim to process all routine referrals to specialists and for procedures within 7 working days. If you do not receive any information on a referral within 2 weeks please contact your Medical Center by phone. Urgent referrals are processed in less than 3 days, as necessary. It is important to ensure that you follow up with us after all your referrals. If we have not specifically discussed your referral results with you and a plan of care for that, please do not assume that the results were normal.

7. We make every effort to engage you and your family or significant others in your care and in the development of your treatment plan.

8. We have bi-lingual staff who speak Spanish and English languages and have significant experience with different cultures. We also have access to other languages services (including sign language) to help with interpretation if one of our staff is unable to speak or understand your language. Please let us know if you have any concerns.

Please **SPEAK UP** if you have questions or concerns. If you don't understand, ask again. Don't be afraid to ask about safety. Tell any member of our team if something doesn't seem quite right. If your concerns are not addressed please ask to speak to someone in administration or you may call 850-385-4494.

**Your health and safety are VERY IMPORTANT TO US. You, as the patient, can play a role in helping to make sure your care is safe by actively participating in your care.**

1. Ensure our staff has your accurate phone numbers, home address, and email address so we can reach you in an emergency, for example, when you have abnormal test results that have to be addressed before your next visit.
2. Make sure the doctors and nursing staff confirm your identity using two different identifiers e.g. your name and date of birth, when they meet you and prior to giving you any treatment or performing a test or procedure. You may have been a patient of ours for many years but it is important we confirm your identity during your visit.
3. Don't hesitate to tell a member of our staff if you think he/she has confused you with another patient.
4. Carefully read all forms and consents for procedures and make sure you understand them before signing. If you do not understand, ask your doctor or a member of our staff to explain them.

5. Expect our clinical staff to wash their hands. Feel free to ask them when was the last time they washed their hands.
6. Please provide us with any or all information needed to help us provide the best care for you. For example please ensure you give us a complete and accurate personal and family history as well the names of any prescribed or over-the-counter medications you take.
7. Ask us about your diagnosis and planned treatments or surgical procedures. If you were not given written information and you would like some, just ask.
8. Ask about the purpose of any medications or prescriptions you are given, including possible side effects. Make sure you have a most current medication list. If not please ask us, and we will be happy to print one for you.
9. Before you leave our office, make sure you understand all of our instructions and have made your follow-up appointment or know when your doctor expects to see you next.