

What is a Patient Centered Medical Home?

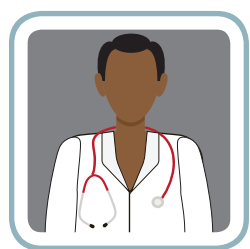
The goal of a Patient Centered Medical Home is to provide you with improved health by working as a team to meet your healthcare needs and always striving for improvement.



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 healthcare needs. You will receive evidence-based care from your care team as they help you manage your health to keep you healthier, longer.

What You Can Expect in Your Medical Home



You may select or be assigned to one of our doctors or nurse 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.

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



with extended hours and after hours messaging to the physician or nurse practitioner

After Hours Access

You may call us 24 hours a day, 7 days a week with any care concerns or issues by calling your local center. You will be contacted by your Care Team within 24 hours.

After hours, on holidays and weekends, your call will be answered by our answering service but your concerns will be forwarded to one of our medical providers. Staff will call you back the next business day to schedule the appointment. We offer same day appointments or next day appointments to assist in access.

You may also submit requests online through our patient portal.



Referral Services

You may have some health concerns that we may not be able to address at your medical center and we may occasionally need to refer you to see specialists or for tests and procedures.

It is our goal to process all routine referrals to specialists and for procedures within 7 working days. Urgent referrals are processed in less than 3 days, as necessary.

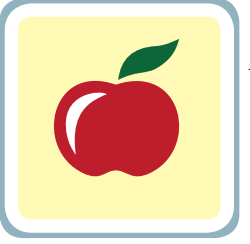
It is important to ensure that you follow up with us after all your referrals. If we have not specifically discussed your referral results with you and a plan of care for that, please do not assume that the results were normal. If you do not receive any information on a referral within 2 weeks please contact us at your local medical center.



Translation Services

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.



Health Education

We offer both one-on-one education and group classes for diabetes, smoking cessation, and nutrition.



Family Involvement

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



Self Management

Our case managers are specially trained to work with patients to provide support in reaching your health goals.



Help with Refills

Enrollment workers can assist with sharing medication assistance programs that may be helpful in securing your prescriptions.



Top Ten Things for You to Do:

1. Make sure to confirm your contact information so we can reach you in an emergency.
2. Make sure the doctors and nursing staff confirm your identity using two different identifiers (ie. your name and date of birth). Don't hesitate to tell a member of our staff if you think he/she has confused you with another patient.
3. 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.
4. Expect clinical staff to wash their hands. Feel free to ask them when was the last time they washed their hands.
5. Please provide us with any or all information such as a complete and accurate personal and family history.
6. Make sure to bring your medications to your appointment, including any 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.
10. 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.

About North Florida Medical Centers

North Florida Medical Centers has grown to a large nonprofit with over 20 medical providers (MD, DO, & ARNP), 120 staff and 10 sites. We strive to meet the health care needs of our communities.

Choose a location to learn more about our services including our current hours and scope of practice at your local health center.