

What to expect from YOUR MEDICAL HOME!

In a medical home, you and your team will work together as one. You will have a chance to explain and talk about the things that are really important to you.

- ❖ Your team can answer questions and help you better understand your health care needs.
- ❖ If you need help from other doctors or resources, your team will be there to provide the support that you need.
- ❖ When you have concerns about your health, the team will work with you to find the best way to deal with them.

Together, you and your team can work on a plan that:

- ❖ Is created just for you
- ❖ Is coordinated with other health care providers
- ❖ Keeps you connected with your team

The quality of your health care may improve by working with your team.

Clinch River Health Services
YOUR Medical Home

Use this checklist during your appointment!

- ❖ Write down the names of your team members.
 - ❖ Bring a list of questions for your team. Ask your most important questions first. If you do not get all your questions answered the first time, bring the list to your next appointment for answers. Keeping a list will help you keep track of the answers.
 - ❖ Work with your team on what health issues need to be addressed first.
 - ❖ Make sure that you and your team are clear on what was discussed at your visit. You may want to repeat back the things that you talked about.
 - ❖ Make sure to ask your team for after hours contact information.
- Clinch River Health Services' after hours contact number is: 844-518-1763. Also ask about access to our Patient Portal.**
- ❖ Make sure you know the things that you are to work on before your next appointment.

CLINCH RIVER HEALTH SERVICES

Patient Centered Medical Home

Welcome to YOUR Medical Home!

A medical home uses a team approach to provide YOU with the health care that you need. YOU and your health care are at the center of your medical home team.



YOUR medical home and team....

Clinch River Health Services

17285 Veterans Memorial Hwy.

Dungannon, VA 24245

Phone: 276-467-2201

Fax: 276-467-2673

List your medical home team below:

- _____
- _____
- _____
- _____
- _____
- _____



YOU are at the center of your medical home team.

YOUR medical home can:

- ❖ Help you select a personal clinician and health care team that helps you manage your health care
- ❖ Help answer your health questions
- ❖ Listen to your concerns
- ❖ Coordinate care for additional services or arrange referrals for other medical services as needed.
- ❖ Support you in becoming an active player in your health care.

How can you help?

- ❖ Select a personal clinician to lead your health care team and be an active part of your team.
- ❖ Make sure to ask questions about your health.
- ❖ Tell the team about other health care professionals you are seeing or have seen in the past.
- ❖ Follow the health care plan you and your team have talked about.
- ❖ Share challenges and successes you have with the health care plan.
- ❖ Let the team know how you feel about the care they are providing.
- ❖ Let the team know if you are not satisfied with any aspect of your medical home so that changes can be made as needed.