

## Welcome to your medical home!

**You** are the most important person on the health care team. **Patient-centered** is a way of saying that you are the focus of your health care.

### Your medical home can:

- Help you manage your health care
- Help answer your health questions
- Listen to your concerns
- Encourage you to play an active part in your own health care.
- Coordinate your care through additional services, whether we provide them here at Aunt Martha's or help you find them elsewhere in the community.

### Your medical home can help you:

In your medical home, you and your team will work together. As an active member of the team, you will have a chance to explain the things that are really important to you.

Your medical home team will listen to your questions and can help you find your way through the health care system.

### Get quality healthcare based on evidence-based standards.

Your team makes choices for your health care based on the best available evidence and expert opinions.

### Get to know your team.

See the same medical team at every visit. The team will know you and your family. Your team can help you understand your health care needs and give you the information you need to manage your health between visits.

### Work with other medical experts if needed.

If you need a service that we do not provide, your medical team will make arrangements with other doctors to get you the care you need and support you every step of the way.

### Reach your team when you need them.

We offer extended hours for your appointments. If you need help after hours, our providers and nurses are on-call 24/7 so that you can get your questions answered.

### Track your health information.

Your medical team will keep a complete record of your medical history, health status, medications, test results, self-care information, and care received from other

doctors.

## What can you do to help?

### Be an active team player.

- Talk with your team about your health questions. Share the successes and the challenges you've had with health care in the past.
- Tell your team about other health care professionals who care for you.

### Take care of your health.

- Follow the health care plan you and your team have worked out. Make sure you understand how to follow the plan.
- Set health care goals you can reach. Your medical team can help you set your goals.

### Talk openly with your team.

- If you have trouble sticking with your health care plan, tell your team about it.
- If you feel your health care plan is not working, talk with your team so that changes can be made.

## Get ready for your appointment

Use this handy Checklist to make the most out of your appointment.

- ✓ Make a list of your health questions and goals.
- ✓ Make a list of other health care providers you have visited.
- ✓ Take your medication list or all of your medicines, in their original containers, to your appointment.
- ✓ When scheduling your appointment, tell our staff if:
  - You have any communication needs (e.g. language, deaf or hard of hearing); or,
  - There are any issues or barriers that might cause you to miss your appointment (e.g. transportation).
- ✓ If you wish, ask a family member or friend for help, or to go to your appointment with you.

## When you sign up for our 24/7 online Patient Portal, you can:

- Conveniently request and view appointments
- Request prescription refills
- Access test results and health information
- Pay or view your bills
- Communicate privately with your provider
- Complete and print health forms

**To learn more, visit**  
**[auntmarthas.org](http://auntmarthas.org)**