

What is a Patient-Centered Primary Care Medical Home?

The medical home philosophy focuses on primary care that is patient-centered, all-inclusive, team-based, coordinated, easily accessible, and dedicated to quality and safety.

The medical home philosophy is a widely accepted model for how primary care should be organized and delivered throughout the health care system. The philosophy encourages providers and care teams to meet patients where they are—whether their health care needs are simple or complex, and embraces the idea that a medical home is a model for achieving primary care excellence so that care is received in the right place, at the right time, and in the manner that best suits a patient's needs.



What to expect from the Medical Home experience:

- We strive to make your medical home experience with us one where in you are treated with respect, dignity, and compassion.
- We promise to enable strong and trusting relationships with our providers and staff.
- We will make prevention and wellness a priority.

What about special needs and services?

If you have a special need, we will help connect you with other health professionals. If we can bring a special service to you, we will make every effort to do so. If we need to help connect you with a special service or provider, we will do so.

Recognizing that self-care is a critical part of overall health and treatment effectiveness, we realized many of our patients would benefit from diabetic education. We offer the services of a Certified Diabetes Educator.

In addition, our medical home offers behavioral health consultations by licensed professionals to help those patients learn and apply new health management skills for a number of issues that complicate and/or are complicated by physical health symptoms.

What is Patient-Centered Primary Care?

Patient-Centered means **YOU** are the focus of your health care. **YOU** are the most important member of a health care team led by your **Primary Care Provider**.

Do I really need a Primary Care Provider?

YES! Medical Studies show those people who establish a long-term relationship with a PCP enjoy a lifetime of better overall health and lower health care costs.

Make the most of your appointment:

- Bring a list of questions. Tell your team what health issues you want to focus on first—let them know what's important to you.
- Use your own words to repeat back what's being discussed. Then you know the information is clear to everyone.
- Ask your care team how to reach them after hours.
- Before you leave make sure you know when your next appointment is and the things you can work on to improve your health.

The first step in building a Medical Home care team is choosing a Primary Care Provider at one of our Patient Center Primary Care Medical Homes:

- **Elgin Clinic** (541) 437-2273 @ 570 8th Street, Elgin OR 97827
- **Regional Medical Clinic** (541) 663-3138 @ 506 4th Street, La Grande OR 97850
- **Union Clinic** (541) 562-6180 @ 142 E Dearborn Street, Union OR 97883
- **Women's & Children's Clinic** (541) 663-3150 @ 710 Sunset Drive, La Grande OR 97850

The **Patient-Centered Primary Care Home Program** recognizes those clinics who meet the criteria as Primary Care Medical Homes, and ensures they meet the standards of care. The PCPCH Program is part of the **Oregon Health Authority** goal to improve the health and care of all Oregonians. For more information, or to search for any non-GRH-affiliated medical homes located in Union County, please visit www.PrimaryCareHome.oregon.gov.