

Welcome to Your Patient Centered Medical Home

Home is a place where you are known and cared for. A medical home is much the same.

In recent years, a new medical model called the Patient Centered Medical Home (PCMH) has shown many benefits, and has become a hot topic in health care. Many US health care providers are moving to this model — including all Indian Health Service (IHS) ambulatory care facilities.

The PCMH model encourages patients and their provider teams to work closely together to ensure that care is more comprehensive, coordinated and consistent.

This approach should result in more streamlined and personalized care — as well as reduced waste, improved access to medical

services and, most important, better outcomes — especially for patients who have chronic conditions.

Learn more below about how PCMHs work and what makes them special.

And welcome home!



SUPPORT FOR YOUR GOALS

Your care team will provide support at every visit for goal setting and action planning, to help you reach your health goals — from quitting smoking, to losing weight, to getting your blood sugar levels under control.



CARE COORDINATION

We'll follow up within a few days of an emergency room visit or hospital discharge, providing referrals to community resources and specialty care when needed.

SCHEDULING THAT WORKS

We'll provide expanded access to care and services through patient- and family-centered scheduling options that are accessible to all patients.



Putting Patients First

Elements of the Patient Centered Medical Home

EFFECTIVE USE OF TECHNOLOGY



We use health information technology and analyze data to continuously improve performance, quality and service.



ATTENTION TO PREVENTION

We'll remind you about important preventive care, immunizations and recommended screenings. When problems are caught early, they're easier to treat!



PATIENT INVOLVEMENT

We respect patient and family values and the needs you express. If you have questions, please ask! We want you to understand your care and be actively engaged in decisions and choices.



TRADITIONAL HEALING

IHS facilities support alternative and complementary medicine approaches, including Native American traditional healing.

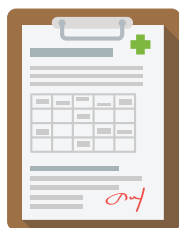


PATIENT EXPERIENCE

We'll seek feedback from you and your family about your health care experience and use your responses for quality improvement.

CHRONIC CONDITIONS

We make it a priority to closely monitor conditions such as diabetes, high blood pressure and heart disease, so serious conditions get the extra attention they need.



CARE BASED ON MEDICAL EVIDENCE

IHS care teams keep up with major medical research, so you can benefit from the latest health recommendations.



CONSISTENCY & CONTINUITY

This means making sure you can see the same provider and care team, those who know you and your health history, whenever possible.





Our Current Projects

Here's a look at some of the patient-centered **Quality Improvement (QI)** projects we are currently working on. Patients can be involved by asking questions and seeking more information from their provider or care team about the projects listed below. By asking questions, learning more about your health care process and being in contact with your provider and care team, you are helping create a true Patient Centered Medical Home.

For More Information

If you have questions or would like more information, please contact:

