

# Peace Valley Internal Medicine, P.C.

## TO OUR PATIENTS, FAMILY AND CAREGIVERS ABOUT PATIENT CENTERED MEDICAL HOME

As a Patient-Centered practice, we strive to provide quality care to all of our patients. This includes collecting demographics and medical information from patients and providing them with the appropriate evidence-based care. In order to accomplish this, we have implemented the following procedures in this practice:

- Coordinating care for patients across multiple setting including specialists, hospitals, rehab centers and other facilities. This includes maintaining an open communication with the providers in each setting and/or scheduling care for patients in the necessary setting.
- Providing patients with information about office hours, where to seek after-hours care, and how to receive clinical advice from a clinician and/or staff during and after business hours.
- To be an effective medical home, the office obtains comprehensive patient information about medications, visits to specialists, medical history, health status, recent test results, self-care information, and data from recent hospitalizations, specialty care or ER visits.
- Maintaining current educational resources and literature regarding specific health issues giving our patient/families/caregivers evidence-based care from the clinician and staff.
- This practice is concerned with the whole person care, which includes behavioral healthcare. The practice informs patients/family/caregivers how behavioral healthcare needs are met, either by this practice or in coordination with another practice.
- Accepting and providing equal access to all patients regardless of their insurance status.
- Providing information to patients/families/caregivers about potential sources of insurance coverage to raise awareness of public health insurance and financial support for care needs.
- Helping new patients integrate their personal health record from their former provider, including notifying them of a point of contact(s) at our practice to help coordinate the transition.
- All patients seen at this practice have electronic charts in our EHR System. If a patient has any other providers involved in his/her care, this information will be documented in their chart.
- Providing Interpretation Services via Google translate and able to provide medical information in other languages.