



**Patient Centered Medical Home**-What it means for you as a patient; what we will do for you as your care team; and what we expect you to do for your health.

Patient Center Medical Home means that you will be surrounded by a dedicated team of health professionals, working together with you, to optimize your health goals using the best evidence-based medicine, education and resources available for you today, thus helping to empower you to take responsibility for your health and giving you the self-management support that you need to succeed.

- Please note: We now have a patient portal for private access to your visit notes, medications, pre-visit survey assessment tools, allergies, lab/test results and educational resources. Please see one of our Patient Care Representatives at the front desk for more information.

**As your primary care provider/team we will:**

- Learn about you, your family, life situation, and health goals and preferences. We will make note of these to help us remember your child's health history every time you seek care and suggest treatment that makes sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all around well-being.
- Keep you up-to-date on all your vaccines and preventative screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs by phone.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition and all your options.
- Listen to your questions and feelings. We will respond to you-and your calls-in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services when available that can help you learn more about your condition and stay healthy.
- Find appropriate behavioral help as needed (including specialist, support groups, etc.)
- Help you understand your insurance options, should you be uninsured-all children deserve equal care to stay healthy, please contact our Billing Manager, Michelle Cruse, at 706-216-2771 for more information.

**We trust you, as our patient, to:**

- Know that you are a full partner with us in your care.
- When you join our practice, you will provide us with a complete medical history and inform us if you obtain care outside of the practice. Upon your first visit, we will have you complete new patient forms so that we may obtain all previous records you and your child may have. Should you have any questions about this process, please see one of our friendly patient care representatives at the front desk.
- Come to each visit with any updates on medications, dietary supplements, or remedies you are using, and with any questions you may have.
- Keep scheduled appointments or call to reschedule or cancel as early as possible. We prefer 24 hours notice so that we may service another child in need. Failure to notify our office of cancellations and chronic no-show appointments may lead to your child's dismissal from the practice.
- Understand your health condition and what you can do to stay as healthy as possible.
- Work with us to develop and follow a plan that is best for your health. If you have obstacles to this plan, please discuss these fully with us.
- Take medication as prescribed.
- Contact us after hours only if your issue cannot wait until the next day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health providers in our care team will receive all information related to your healthcare.
- Learn about your health insurance coverage, either from your insurer or HR department. If you have additional questions about your benefits, contact our Billing Supervisor, Michelle Cruse, at 706-216-2771.
- Give us feedback to help us improve our care for you.

**Office Hours:**

We are here to serve you. We are open earlier and stay open through the lunch hour. Of office hours are:

Monday-Friday 8:00am to 5:30pm

Saturdays 8:30am to 11:30am

**How to contact us:**

We are available by phone during regular business hours. Please note that although we are here, our phone lines do roll over to our evening answering service at 5:00pm, Monday-Friday. In addition, we are available after-hours for emergent calls. Please call our office number at 706-216-2771 during or after business hours. After hours, your call will be directed to our answering service that will page your regular provider to return your call. Please make sure your phone is on and available any time you call our office to receive calls from our providers or staff. Calls place after 11:00pm are routed by our answering service to Children's Healthcare of Atlanta's Nurse Advice line for assistance.