

Physician HealthCare Network

Patient-Centered Medical Home

All Roads Lead Home

Patient-Centered Medical Home

Physician Healthcare Network is proud to have been the first to offer the Blue Water Area Urgent Care Walk-in clinics. We are now proud to be the Blue Water Area's Patient Centered Medical Home Leader

The relationship between the patient and the Primary Care Physician Healthcare Team for all preventative and chronic care services is a key principle of the PCMH. In this relationship the patient take accountability for their own health care through the PHCN comprehensive PCMH program. The program is designed to inform, engage, and empower the patient in the management of their own health.

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- *PHCN has educated all employees during our training sessions in January and February. Key principles were discussed regarding PCMH, including, working together to make sure the patient receives all the age/gender appropriate care. The right care in the right place.*

Process

- Two ways of initiating the PCMH invitation -
Patient sees Poster - Doctor and staff discussions
- Postcard filled out
- Sent to Administration
- Phone called made – discussion of packet
- Packet sent to PCMH to be explained further at next visit when agreement is signed or Packet mailed
- Follow up phone called made – to answer any further question
- Account flagged as a PCMH participant
- Patient will know to bring folder to all further appointments-specialist/lab/test
- Staff updates information in folder at each visit

PCMH Package Contents

- *Folder*
- *Brochure – PCMH Instruction*
- *Brochure – Site*
- *Patient – Doctor Partnership Agreement*
- *Durable Power of Attorney*
- *Specific insurance information*
- *Health record booklet*



FREE PATIENT CENTERED MEDICAL HOME INFORMATION PACKET.

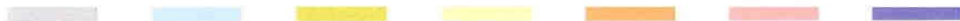
Please fill out the information below and return via mail.

NAME: _____

ADDRESS: _____

Please check your Primary Care Facility:

<input type="checkbox"/> Port Huron	<input type="checkbox"/> Lexington	<input type="checkbox"/> Ira Township
<input type="checkbox"/> Saint Clair	<input type="checkbox"/> Marysville	<input type="checkbox"/> Fort Gratiot



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PHCN patients are introduced to the PCMH model of care by their PCP's. Patients interested in joining with the PCP in PCMH partnership complete a postcard requesting the PCMH packet.

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*The postcard is sent to
Administration Quality Department
to contact the patient*

The patient is called relaying the detailed information provided to them in our free packet.

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The patient is also informed of their role, rights and responsibilities in the management of their care.

Folder

- Patients encompasses medical file
- Prepares the patient EHR-transportable health record
- Insurance information-ex. Knowledge of their insurance
- Education material pertinent to their medical needs-ex. Diabetic - Borgiel

- Brochure – PCMH Instruction
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A Physician Healthcare Network – Patient Centered Medical Home community offers our patients accessible quality care to be reflected in improved health and quality of life