

HOW DO I PREPARE FOR MY APPOINTMENT?

Make a list of your health questions and your other healthcare providers. Bring all of your medicines, in their original containers, to your appointment. Include prescriptions, over-the-counter medications, natural and herbal medicines and vitamins.

Be sure to bring your insurance identification or other insurance information to your appointment. If desired, bring a trusted relative or friend to your appointment with you.

Use this checklist at your appointment:

- Write down the names of your team members, such as providers, nurses and family members.
- Use the list of health questions you've written down. Ask your most important question first.
- Talk with your team to determine which health issues to work on first.
- To be sure the information is clear, use your own words to repeat back your plan of care with your team.
- Ask your team about the best way to reach them after hours.
- Make sure you understand your plan of care.

Remember, your medical home is a way for you to be informed and involved in your healthcare decisions. Your team is here to help you make the best possible choices about your health and well-being.



www.bozemanhealth.org



PATIENT CENTERED MEDICAL HOME

Welcome to our team-led, patient-centered approach to healthcare.

You are the most important player on your healthcare team.

WELCOME TO YOUR MEDICAL HOME

Medical Home is a team-led, patient-centered approach to health care, where the patient is the most important player on his/her health care team. The patient and the medical home team develop a plan of care created specifically for the patient that focuses on wellness and prevention, keeps the patient connected with the health care team and coordinates care with other health care providers. Patient-Centered Medical Home practices result in better quality of care and lower costs by increasing access to more efficient, more coordinated care. The National Committee for Quality Assurance has honored a number of Bozeman Health Deaconess Hospital clinics primary care by recognizing them as Level 3 Patient Centered Medical Homes.

Who is on my medical home team?

- Your primary healthcare provider
- Trusted family members and friends that you choose
- Other health care professionals, including social workers or behavioral health specialists, if needed
- Most importantly—you!



WHAT CAN I EXPECT?

Together, you and your medical home team develop a plan of care that:

- Is created just for you.
- Focuses on wellness and prevention.
- Keeps you connected with your health care team and coordinates care with other health care providers.

In a medical home, you and your team work together. When you have questions about your health, your team is here to help you understand. You can expect evidence-based care from your clinical team.

Your team will work with you to help handle any health concerns you may have. If you need care from other health professionals, your team will support you every step of the way.

Additionally, you will have increased access to your provider with several same-day appointments available throughout the day. You will be contacted after test results are received. Nurses and providers will follow up with you after emergency department and hospital visits.

WHAT CAN I DO?

Be an active team member:

- Come prepared with questions.
- Tell us about your past health successes and challenges.
- Inform us about other health care professionals who care for you.
- Provide us with feedback about the care you are receiving.

Talk with your team:

- Set goals you can reach.
- Make sure you understand how to follow the plan and achieve your goals.
- Follow the health care plan you and your team have created just for you.

Take care of your health:

- Tell your team if you are having trouble sticking with your care plan or if it is not working.
- Involve your team to help you make the needed changes.

