

What are the benefits of a PCMH?

There are a number of ways that PCMHs can benefit you and your healthcare experience including the following:

- ☑ Regularly monitoring your health can result in fewer trips to the emergency department and keep conditions from escalating - helping you to save money.
- ☑ Working directly with your medical team allows for a care plan that best suits you.
- ☑ Developing a long-term relationship with your care providers promotes a comfortable, familiar care environment.
- ☑ One-on-one contact improves patient understanding of healthcare and empowers you to make the right decisions for you.



What roles do PCMH staff and I have in managing my healthcare?

Both you and your medical team have a role to play in keeping you healthy. By working together, we can achieve the best possible care outcomes.

You can expect your care team to...

- Ensure you have a voice in your care.
- Spend time discussing your treatment plan.
- Keep thorough records of your care.
- Set up further services if necessary.
- Keep you updated on test results and next steps.

You can help us provide excellent care by...

- Providing full, accurate details about your medical history and lifestyle.
- Providing lists of other providers involved in your care.
- Raising questions and concerns as they arise.
- Making sure you understand your treatment plan.
- Updating us on any changes or health issues you experience.
- Following the instructions given by your team.
- Informing your primary care team when you have visited a specialty provider.

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Tri-State
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Understanding Patient-Centered Medical Homes

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What is a Patient-Centered Medical Home (PCMH)?

A PCMH is a care delivery model where a team of healthcare professionals work together to bring the focus back to what really matters - you.

A PCMH is not one specific facility or location, but rather an approach that emphasizes whole-person care.

“Medical homes can lead to higher quality and lower costs, and can improve patients’ and providers’ experience of care.”

- National Committee for Quality Assurance

Under the PCMH model, patients participate in a care team led by a personal provider whose main goal is to provide comprehensive coordinated care for you and your family.

With you at the center, your care team may involve a variety of individuals:

- Physicians, nurse practitioners, physician assistants, nurses and medical assistants
- Community health workers
- Pharmacists
- Rehabilitation therapists
- Behavioral health specialists
- And more

What makes a PCMH special?

✓ Greater Access to Care

Same-day appointments, expanded hours and appointment availability offer you greater control over your care, allowing you to get medical care and treatment when you need it.

Questions during regular office hours can be answered by calling the office. After hours questions can be directed to the on-call provider by calling the office and notifying the answering service.

✓ Proactive Approach

Instead of meeting with you only when you are sick, your medical team works with you to provide ongoing preventive and wellness care.

✓ Personalized Care

Your medical team is deeply familiar with you and your family’s medical history, which helps them identify the treatment options that make the most sense for you.



✓ Coordinated Service

From injuries and illnesses to chronic conditions, services are coordinated across a full spectrum of care to account for all your health needs.

✓ Centered on Quality

PCMHs emphasize safe, evidence-based care to provide patients the most value while still keeping care affordable.

✓ Commitment to Patient Engagement

Your healthcare team will include you in the decision-making process and make sure you understand your options and know what will keep you healthy - we want you to play an active role in your medical care.

Your HEALTH is our FIRST priority! Our vision is to deliver the highest quality of care to facilitate health, healing, and well-being.

✓ Aligned with Tri-State’s Mission

The PCMH model helps us achieve our goal of working as a team to put your health first.

✓ Convenient Care Management

Healthcare technology such as patient portals allow you to manage your care from the comfort of your own home, including access to lab results, medication lists, and allergy information.