

A CPG Clinic
Principles of Medical Home

As identified by the patient centered Medical Home collaborative and adopted by OHCA, the principles of a Medical Home are as follows for all patients, no matter insurance status:

- A. Personal Physician/Provider** – PCP - each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- B. Physician/Provider Directed Medical Practice** – the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
- C. Whole Person Orientation** – the personal physician is responsible for providing for all the patient’s health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.
- D. Care is coordinated and/or integrated** across all elements of the complex health care system (e.g. subspecialty care, hospitals, home health agencies, nursing homes) and the patient’s community (e.g. family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- E. Quality and safety** are hallmarks of the medical home.
- F. Enhanced access to care** is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.

Patient Information and Responsibilities

As a Family Medical Center patient, there are rules you must follow.

It is your responsibility to:

Be aware of PCP’s office hours so you will know when you can be seen.

Monday-Friday: 8:00 AM to 5:00PM

Closed for lunch 12:00 – 1:00 PM

Saturday: 8:00 AM to Noon

After Hours appointments may be available, please ask if needed.

Randomly the office will be closed for staff or physicians to attend meetings or physician to fulfill other duties.

After-Hours Coverage applies.

Although your provider may not be in the clinic each day of the week, efforts will be made to see that urgent needs are addressed within 24 hours.

Call for an appointment as early as possible, keep your appointments.

You may have to wait up to three (3) weeks to be seen for routine checkups and shots.

Even if you have an appointment, you may have to wait past that time to see your PCP.

You should ask to reschedule if you cannot wait.

Patients who are on time for appointments have priority. Late arrivals will be seen as the schedule permits.

If more than 10 minutes late, you may be asked to reschedule, depending on provider patient load that day.

If you cannot keep your appointment, you must call the provider’s office at least 24 hours before your appointment.

Your provider may ask to dismiss you as a patient if you continually miss appointments.

Your Insurance may be notified if you miss appointments.

When you call your PCP you should always:

Tell the staff why you need an appointment.

Have your medical ID card available.

Call your PCP’s office if your problem gets worse before your scheduled visit. Ask to speak to the nurse.

Tell the nurse what symptoms you have and ask if you should be seen sooner because of them.

Inform PCP of all prescription drugs, over-the-counter medications, and herbal supplements you are taking.

Inform PCP of any medical equipment you are using.

Inform PCP of any other health care appointments.

Follow the treatment plans and guidelines that your PCP gives you.

Be prepared to pay for services at the time of your appointment. Co pays/Deductibles/Co Insurance is always payable.

Please also keep in mind:

Not all services provided by the PCP are covered by Insurance.

If your PCP provides a service or gives you a referral for a service that is not covered under Insurance, you will have to pay for it.

Your PCP will refer you to a specialist as needed. You will get a referral only if indicated by your PCP.

The specialist must be a participant in your Insurance plan.

You must get a referral **BEFORE** you go to a specialist.

Do not ask your PCP for a referral **AFTER** you have seen specialist.

If you do not keep your appointment, the specialist may not give you another one.

Provider will not give a prescription he/she does not determine is needed.

In most cases provider will not see you in the office the same day you call.

Insured patients are responsible to keep up with limits on how many visits they are allowed monthly or yearly.

Medications must be taken as prescribed and must not be taken more often or at higher doses than prescribed.

Patients must notify Locust Grove Family Physicians immediately if they have a negative reaction to a prescribed medicine.

Patients must protect their medicine. **Medications will not be refilled that have been lost, stolen, misplaced or damaged.**

Sharing, giving, selling prescriptions/medications is a criminal act.

Patients who receive some special medications or narcotics, or are the parent of a child receiving them **agree** to drug testing and are responsible for payment of the drug screening. It is the responsibility of the Patient/Guardian to be aware of all coverage (Primary and secondary) and provide correct information. If incorrect information is provided and claim is unable to be processed or denied by insurance, the balance of the service will become the responsibility of the Patient/Guardian.

After-Hours Coverage:

After hours: Call INTEGRIS Grove Hospital to page your provider.

Routine calls for appointments, prescription refills, and non-urgent care are to be handled during regular office hours

Urgent medical calls: The doctor on call should call you back within 30 minutes to discuss your health needs.

Examples: Fever over 100.4 (ages 0-12yrs), Minor Burns, Cuts, Mild Asthma Attack

Emergency If you think you have a true **medical** emergency,

Go to the nearest emergency room or call 911 (or your local emergency number).

Examples: Chest Pain, Breathing Difficulty, Severe Bleeding, Head Trauma, Sudden Loss of Vision; Sudden Dizziness, Facial Drooping or Weakness in Arm/Leg, Major Broken Bones, Seizures, Coughing/Vomiting Blood

As a patient you should expect Provider and staff to treat you professionally and respectfully. It is also expected that you and your family members will treat Provider and office staff respectfully and will refrain from using rude, offensive, or threatening behavior. Please ask to speak with the Administrator if you have a problem with a Physician or Staff Member.

I have read and understand the Patient Rights and Responsibilities within the Medical Home Agreement for Community Physicians Group. I agree to follow the rules as stated in my Insurance Handbook as well as this facility. I also have received a copy of the Medical Home Agreement.

Patient Signature

Date

Printed Name

Provider's Signature

