



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

Patient Centered 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 and resources available for you today. We will empower you to take responsibility for your health and giving you the self-management support that you need to succeed.

As your primary care provider/team we will:

- Learn about you, your family, life situation, and health goals and preferences. We will remember these and your health history every time you seek care and suggest treatments that make 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.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your conditions and all of your options.
- Listen to your questions and feelings. We will respond promptly 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 that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- 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.
- 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 business 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 care providers in our clinic will receive all information related to your healthcare.
- Learn about your health insurance coverage either from your insurer or if you have additional questions about your benefits contact our billing specialists at (281) 485-9990.
- Give us feedback to help us improve our care for you.

The clinic is open to serve you, answer your questions, or schedule appointments 8:30-5:00 Monday through Friday. We also have available evening appointments Monday through Thursday & Saturday Mornings for acute illnesses only. We can be reached afterhours by calling our office and you will be connected to our answering service.