



UNITED COMMUNITY HEALTH CENTER
Serving Southern Arizona Since 1983

Who is on the Team?

The Patient Centered Medical Home...

- Primary Care Provider
 - Nurses
 - Medical Assistants
 - Health Educators
 - Community Resources
 - You!
- You are the center of the care team focus!**

Visit our website at www.uchcaz.org for clinic hours.

For after hours clinic advice please call (520)407-5600. Your call will be answered by our answering service. They will take down your information and contact the provider on-call. You will receive a call from the on-call provider that can assist your medical needs and give you advice. If you need medication refills or a referral to a specialist, you can go to our website: www.uchcaz.org and click on patient portal. Follow the proper route to submit your request.



UChc-PCMH Model

What is a patient-centered medical home?

A patient-centered medical home is a system of care in which a team of health professionals work together to

provide all of your health care needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you.

You, the patient, are the most

important part of a patient-centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

How does a patient-centered medical home benefit me?

In a patient-centered medical home, we:

- **Are available** when you need us. You can communicate with us easily and efficiently and get appointments quickly.
- **Know you and your health**

history. We know about your personal or family situation and can suggest treatment options that make sense for you.

- **Help you understand your condition(s)** and how to take care of yourself. We explain your options and help you make decisions

about your care.

- **Help you coordinate your health care** – even if we are not the ones giving you the care. We will help you find specialists, get appointments, and make sure specialists have the information they need to care for you.

- **Use technology** such as electronic medical records and share records to help prevent medical errors and make sure that we are always on the same page.

How we help you take charge of your health! Please bring the following to your appointment

- Completed health history form
- Medication bottles
- Insurance card
- Lab and Diagnostic imaging for review
- Question for your provider
- Vaccination record
- Records from other provider, specialist or hospital

Patient Centered Medical Home...



Team Collaboration for your health

- Follow the plan that you and we have agreed is best for your health.
- Take medications as prescribed.
- Keep scheduled appointments and attend follow-up visits when necessary.

3. Communicate with your care team

- Tell us when you don't understand something we said or ask us to explain it in a different way.
- Tell us if you get care from other health professionals (ER or other healthcare specialist) so we can help coordinate the best care possible.
- Bring a list of questions and a list of medicines or herbal supplements you take to every appointment.
- Tell us about any changes in your health or well-being.

UChc-PCMH Model

WHAT YOU CAN DO:

1. Be in charge of your health

- Know that you are a full partner in your care.
- Understand your health situation and

ask questions about your care.

- Learn about your condition and what you can do to stay as healthy as possible.

2. Participate in your care

YOUR CARE TEAM WILL:

1. Get to know you

- Learn about you, your family, your life situation, and preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
- Listen to your questions and feelings and treat you as a full partner in your care.

2. Communicate with you

- Explain your health situation clearly and make sure you know all of your options for care.
- Give you time to ask questions and answer them 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.
- Send you to trusted experts when necessary.
- Provide behavioral health referrals and help coordinate care

3. Support you

- Help you set goals for your care and help you meet these goals every step of the way.