

Delaware Family Care Associates Is Your Patient Centered Medical Home

What Is A Patient Centered Medical Home?

A Patient Centered Medical Home (PCMH) is not a building, it is a model of healthcare based upon an ongoing personal relationship between the patient, the physician and the patient's care team. It is a single trusted doctor and care team for whatever your medical needs may be, through which continuous, comprehensive and integrated care is provided. When specialty care is needed your physician and care team will personally facilitate and coordinate the care with the appropriate qualified professionals.

The American Academy of Family Physicians (AAFP) defines the Patient Centered Medical Home as follows:

The patient-centered medical home is a transition away from a model of symptom and illness based episodic care to a system of comprehensive coordinated primary care for children, youth and adults. Patient centeredness refers to an ongoing, active partnership with a personal primary care physician who leads a team of professionals dedicated to providing proactive, preventive and chronic care management through all stages of life. These personal physicians are responsible for the patient's coordination of care across all health care systems facilitated by registries, information technology, health information exchanges, and other means to ensure patients receive care when and where they need it. With a commitment to continuous quality improvement, care teams utilize evidence-based medicine and clinical decision support tools that guide decision making as well as ensure that patients and their families have the education and support to actively participate in their own care. Payment appropriately recognizes and incorporates the value of the care teams, non-direct patient care, and quality improvement provided in a patient-centered medical home. (May Board 2008) (2012 COD)

PCMH Video Link:

<http://www.emmisolutions.com/medicalhome/transformed/english.html>

Our Role As Your Medical Home:

- Personalized care with **your** chosen physician acting to lead your health care team
- Goal oriented care to target and treat your specific health issues and concerns
- A commitment to providing care plans founded on evidenced based guidelines
- Coordination of care for chronic conditions
- Same day emergency work in appointments
- On call coverage to answer questions and direct care after hours and on weekends

Our goal is to treat your acute issues promptly, direct your chronic conditions to the best levels and prevent problems in the future.

Your Role In Your Medical Home:

- Be an active participant to reach a healthier outcome
- Providing your health care team with accurate information to help focus and direct issues
- Assisting your health care team with your insurance requirements in order to direct your care appropriately
- Scheduling regular visits as recommended. Arriving on time to appointments with any recommended testing in place.
- Engaging in the process to facilitate self management support

Our goal is to get you involved in making necessary changes that may lead to healthier choices to create a healthier you.

How Care Is Coordinated Outside Your Medical Home:

- We will strive to be the center for all outside health care needs
- We will organize a team of medical professionals working with us on your health concerns
- We will coordinate your care with all outside facilities including:
 - Urgent Care Centers
 - Emergency Rooms
 - Specialist Consultations
 - Diagnostic Centers for Lab and Radiology

Our goal is to organize data and integrate outside care to provide you with a more focused approach to your health care needs.

You don't have to go to the ER unless you really need it.

Your Medical Home is for common illnesses, when you or your family member looks or acts sick:

- Fever
- Flu
- Sore throats, cough

For problems that need care now:

- Infections
- Asthma
- Vomiting
- Injuries, sprains and cuts that need stitches

And as always for:

- Annual physicals and immunizations (as needed for wellness and prevention)
- Help managing chronic illnesses or conditions

Emergency Room

You are still able to go to the Emergency Room when you or your family member has a life threatening emergency or risk to their health without immediate help such as:

- When bleeding won't stop
- When breathing is hard
- After a serious accident
- After a convulsion that lasts more than 3 minutes

Please contact us with any questions you may have.
302-478-8421