

URBAN FAMILY PRACTICE ASSOCIATES AND THE PATIENT CENTERED MEDICAL HOME Patient Handout

We are proud to provide healthcare within the framework of a Patient-Centered Medical Home. The patient-centered medical home is a team based health care delivery model that provides comprehensive and continuous medical care to our patients with the goal of maximizing health outcomes.

The purpose of a patient-centered medical home (PCMH) is to provide care for the whole person through better access, a dedicated personal provider/team and care that is coordinated across the entire health care system. PCMHs have been shown to improve the quality of patient care. A PCMH makes sure that patients receive care in the right place, at the right time and in a way that best meets their needs.

What this means: As your medical home, we will provide you and your family with information, education and tools to help you take better care of yourself. We are committed to providing you with the best care using the latest medical advances under the guidance of your doctor.

Urban Family Practice Associates is concerned about your overall health as a patient, including your physical, mental and behavioral health. We aim to co-ordinate your care across multiple settings. We are a Family Practice, caring for patients of all ages. We have 5 Family Physicians and one Physician Assistant to serve your healthcare needs. We would like to partner with you in order to achieve optimal healthcare for you.

Our office hours:

Monday through Friday: 7:45 a.m. to 4:15 p.m. by appointment only.

The office is staffed from 7:15 a.m. to 4:30 p.m. Monday through Friday.

If you need to schedule an appointment to be seen in the office, call us at 770 952-1032.

We keep same day only appointments available for urgent appointments.

You can also schedule an appointment through the patient portal.

The Patient Portal is the fastest and safest way to communicate with your provider. You can ask questions and receive advice and test results. You can use the portal to request an appointment. You can use the Patient Portal anywhere you have access to the Internet. Ask us how to sign up!

If you need appointments or medical care **outside of regular office** hours you should:

- For a life-threatening emergency, call 911 to be seen in the nearest Emergency Room.
- For other urgent issues, you can call our office and the answering service will provide your information to the on-call doctor who will contact you for further assistance.
- For non-urgent issues such as medication refills, please contact our office during regular office hours or through the patient portal.
- For appointments outside of regular business hours, Urban Family Practice is part of the Emory Healthcare Network that provides access to 60 urgent care centers or minute clinic locations in Atlanta that are able to access patient clinical information.

The following centers deliver on-demand care:

Peachtree Immediate Care, Smart Care and CVS Minute Clinics. There are 60 available locations for the convenience of our patients, when care is needed outside of our regular business hours. More information is available online at:
<https://www.emoryhealthcare.org/centers-programs/urgent-care/index.html>

If you are seen in an Emergency Room or at an Urgent Care Clinic, please provide them with our fax number (770-952-7810) so that they can send a summary of information to us for continuity of care.

If you are seen by a specialist, please provide the phone number or fax number so that they can correspond with us about your care. This information will help us to effectively serve as your medical home. We will also help you to co-ordinate care with specialists as needed.

We strive to provide the most up to date clinical care for you at all times. We use evidence-based guidelines in optimizing the way we manage and treat chronic and acute conditions as well as ongoing preventive health care. We strive to involve you in your care. We provide self-management tools and patient education information.

URBAN FAMILY PRACTICE: TELEPHONE: 770 952-1032 FAX: 770 952-3208

The link below is for a short video that explains more about the Patient Centered Medical Home.
<https://www.pcpcc.org/>

We have additional information about the Patient Centered Medical Home on our website at
<http://www.urbanfamilypractice.org>

Your Rights

We understand that each of our patients has specific needs. Below is a list of your basic rights regarding your medical care.

- To be included in developing your plan of care
- Have the information you need to make informed decisions about your care
- Know who is responsible for managing your care
- Receive care that does not discriminate based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, gender identity, gender expression
- Receive safe care in a safe setting
- Receive help, when needed, to communicate effectively
- Receive care that respects your cultural and spiritual beliefs
- Receive help making sure you receive the care you want when you cannot speak for yourself (advance directive)

Your Responsibilities

- Ask questions whenever you are not sure about something
- Provide complete and accurate health, medical and insurance information, including whether you have recently been to the hospital, visited an urgent care center or seen a specialist
- Provide an advance directive if you have one
- Let your care team know if there have been any changes in your health or condition
- Work with your care team to make a treatment plan and discuss anything that may keep you from following that plan
- Be responsible for following your treatment plan
- Understand that your right to be involved in your care does not include seeking treatment that is not medically necessary