A Medical Home is About You!

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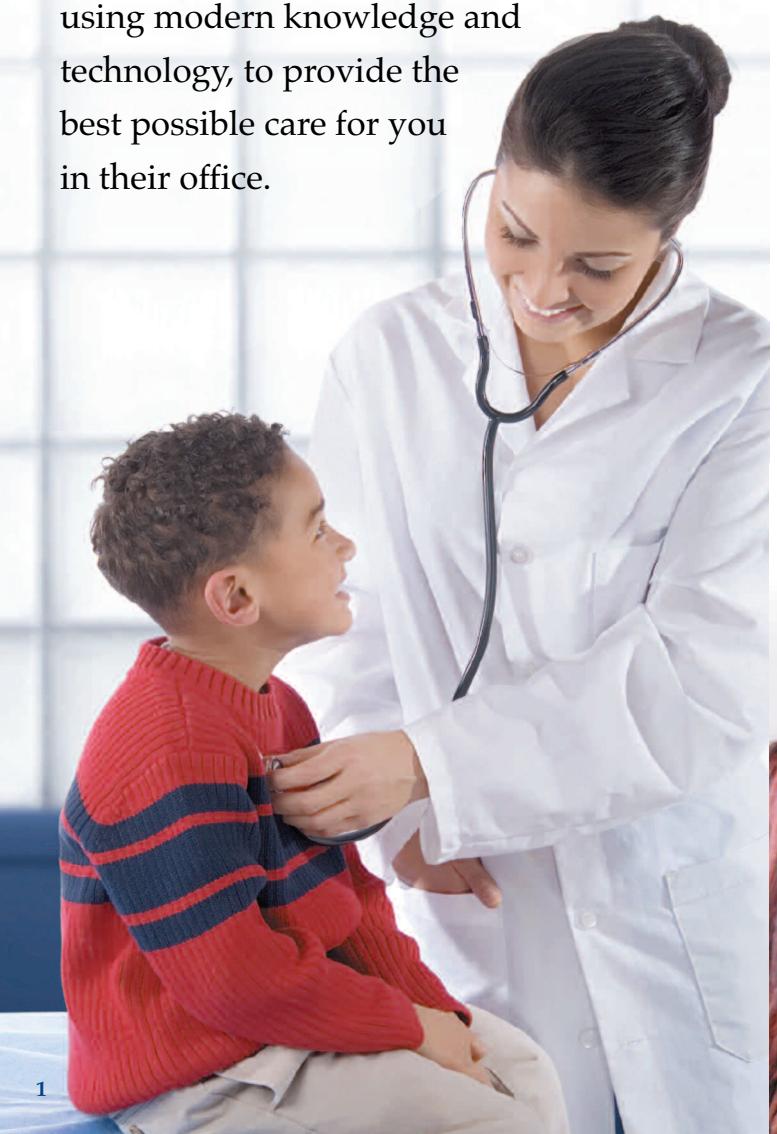
What is a Medical Home?

A "medical home" is a medical office or clinic where a team of health professionals work together to provide a new, expanded type of care to patients. Having a medical home feels like having an old style family doctor, but with a team of professionals, using modern knowledge and technology, to provide the best possible care for you in their office.



A Medical Home is About YOU

Caring about YOU is the most important job of a medical home. The care in a medical home is personal and the team's job is to make sure you get the health care you need.

Who is Part of the Medical Home Care Team?

This team may include a doctor, nurse, and a health educator, as well as other health care professionals, like a pharmacist or physical therapist. These team members are like having "health coaches" who help you get healthy, stay healthy, and get the care and services that are right for you.

Your family caregivers are also part of the team, and YOU are the most important member!

Getting the Most from a Medical Home

What Your Care Team Should Do

1. Learn About You

- Get to know you, your family, your life situation, and preferences. Remember these details about you every time you seek care, and suggest treatments that make sense for you.
- Treat you as a full partner in your care.

2. Communicate with You

- Give you time to ask questions, and answer them in a way you understand.
- Make sure you know and understand all of your options for care.
- Help you decide what care is best for you. Sometimes more care is not better care.
- Ask you for feedback about your experience getting care.

3. Support You in Caring For Yourself

- Make sure you leave the office with a clear idea of how to care for yourself.
- Help you set goals for your care, and help you meet your goals one step at a time.
- Give you information about classes, support groups or other types of services to help you learn more about your condition and stay healthy.

What You Can Do

4. Learn About Caring for Yourself

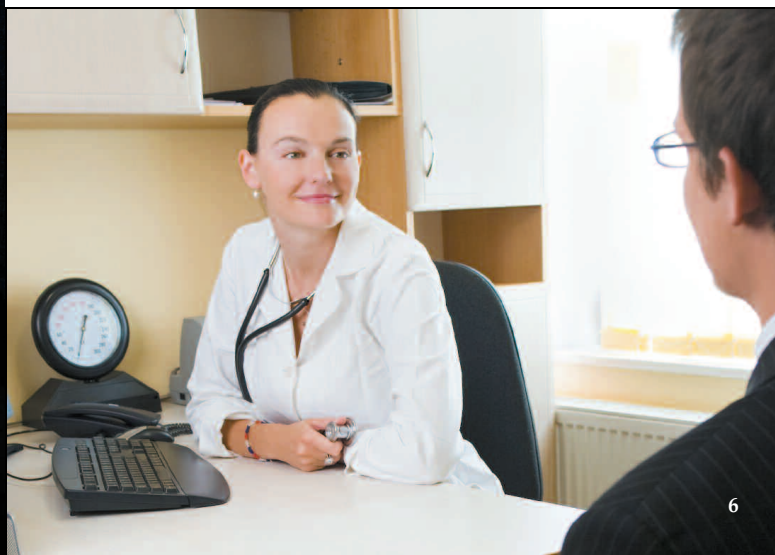
- Know that you are a full partner in your own care.
- Learn about your condition and what you can do to stay as healthy as possible.
- As best you can, follow the plan that you and your medical home team have agreed is important for your health. If you have questions, ask!

5. Communicate with Your Care Team

- Always bring a list of questions to each of your appointments. Also bring a list of any medicines, vitamins or remedies you use.
- Always tell your medical home team when you don't understand something they said. Ask them to explain it in a different way.
- Always tell your medical home team if you get care from other health professionals so they can help coordinate the best care possible.
- Always talk openly with your care team about your experience getting care from the medical home so they can make care better.

A Medical Home is About YOU

How a Medical Home Works for You

In a medical home, your care team:

- **Is available 24/7** if you need them. You can communicate with your care team by phone or email; and you can get an appointment quickly, even on the same day when needed.
- **Knows you and remembers your health history.** They know enough about your personal or family situation to suggest treatment options that make sense for you.
- **Makes sure you understand your condition(s)** and how to take care of yourself. They help you sort through your options and make decisions about your care.
- **Helps you coordinate your health care** – even if they are not giving the care themselves. They will help you find specialists, get appointments, and make sure specialists have all the information they need. Your medical home team will also be sure you know what the specialists say and what it means for you.