

# Patient-Centered Medical Home Frequently Asked Questions

**Building a trusting partnership between YOU & your doctor**

## **The Patient-Centered Medical Home Philosophy**

*“The Patient-Centered Medical Home provides care that is respectful of and responsive to individual patient preferences, needs and values; ensuring that patient values guide all clinical decisions”*

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## **What can I expect as a patient?**

- You will have access to a single point of comprehensive care that addresses the full range of your healthcare needs
- Your care will be guided by your Primary Care Physician who will work closely with other members of your medical team
- You will share in making decisions regarding your care
- You and your doctor will create a health care plan designed to help you achieve optimum wellness

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## **How will my office visit change?**

- We will ask how we can help you improve your health
- You will be educated with tools that explain the concept of Patient-Centered Medical Home, which will outline your rights and responsibilities
- Medication review and management provided at every visit
- Action plan and goal setting to ensure all guidelines are followed

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## **Additional Information**

- You will continue to see your Primary Care Physician
- All patient information will continue to remain confidential
- You will have access to a doctor on call 24 hours a day, 7 days a week
- All care provided will be geared to help you accomplish your personal health care goals

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## **What is Patient-Centered Medical Home?**

Patient-Centered Medical Home or PCMH is a program, supported by Blue Cross Blue Shield of Michigan, which provides a comprehensive approach to primary care for children, youth and adults. The PCMH is a health care setting that facilitates partnerships between individual patients, their personal physicians, and when appropriate, the patient's family.

## **Do I have to be covered by Blue Cross Blue Shield to participate?**

No. All patients of this Primary Care Office are eligible for participation in PCMH regardless of health plan affiliation.

## **Are all Primary Care Physicians participating in this program?**

No. Inclusion in the PCMH Designation Program is limited to a group of Primary Care Physicians, collaboratively selected by Blue Cross Blue Shield of Michigan and United Physicians, P.C. for their recognized quality of care and early progress in implementing PCMH processes.

## **How will I benefit as a patient?**

Patients who choose to receive care through the PCMH model will benefit by the following: access to doctors who utilize improved technologies to stay better connected with the medical community and manage care more efficiently; more focused, personal interaction with doctors and care teams who will help navigate through the complex healthcare system; a more comprehensive delivery of primary care through the improved coordination of care, managed by the patient's personal doctor and their care team.

## **What do I have to do as a patient?**

As a patient you will need to commit to improving your healthcare and work with your physician to achieve healthcare goals.