You Are the Focus of Your Healthcare

Kirby Medical Center is recognized by the Compliance Team for Quality Assurance as a Patient Centered Medical Home (PCMH), which means we take a team approach to provide total healthcare. Your medical home team includes your Kirby care providers, others who support you and – most importantly – you.

Access to Care:
Providing same-day appointments, after-hours coverage, urgent care needs and imaging and lab services

Quality and Safety:
Ensuring evidence-based practices, medication management, patient satisfaction feedback, quality improvement, risk management and regulatory compliance

Health Information and Technology:
Including electronic medical records, electronic orders and reporting, electronic prescribing, automated appointment reminders and electronic referral services

Care Coordination:
Linking between you and the rest of your care team, in and out of Kirby Medical Group

Care Management:
Promoting wellness, population management, chronic disease management, patient education and patient outreach for preventative screenings

Fiscal Responsibility:
Offering cost-effective care management and quality cost-benefit decision-making
Your Medical Home Can:

- Help you manage your healthcare
- Help answer your health questions
- Listen to your concerns
- Work with other medical experts in and out of Kirby Medical Group
- Coordinate your care through additional services
- Encourage you to play an active part in your own healthcare

How to Get the Most out of Your Medical Home:

- Write down the names of your healthcare team and ask how to reach them after hours
- Bring a list of written questions to your appointment to ask your care team during your visit
- Talk with your team about what health issues are most important to you
- Share your past healthcare successes and challenges
- Use your own words to repeat back the things you’ve discussed with your team to make sure you understand the information
- Before you leave an appointment, be sure you know what you need to do before your next appointment
- Tell your team how you feel about the care you are getting from them through Press Ganey surveys
- Tell your team if you are having trouble with your care plan or your plan is not working

Questions or concerns?
Ask your care provider or a member of staff for more information.

KirbyHealth.org | (217) 762-6241