

Patient Centered Medical Home



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.

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