

Patient Centered Medical Home (PCMH)

The Grand Lake Physician Practices have been awarded the highest possible recognition, a Level 3, for their Patient Centered Medical Home (PCMH). The Patient Centered Medical Home is not an actual place or home care service. It is a type of care by our providers that include everything having to do with the patient's care. At the heart of the PCMH is the care between the patient and their doctor. With PCMH, our doctors treat the patients for both wellness and illness. Our goal is to help the patient prevent illness as well as improve their health. Our providers are at the center of care for the patient and they act as a team with other care providers to make sure the patients get the care they need. The providers and their staff use the PCMH standards to make the care they provide to the patient and their family better and more personal.

Our providers use evidence based care to develop personalized care plans to help manage the patient's healthcare needs. From preventative care and prescriptions to specialist referrals, tests, surgical procedures and hospital stays, you personal provider and support team coordinate it all. They use secure information technologies to make the whole process more efficient and your care more effective, all while keeping you in the loop along the way.

Our practices use the following to help coordinate and enhance your care:

- Electronic Medical Record
- Online Patient Portal
- Printed and online patient education handouts
- Coordinated Care
- Preventative Care Visits
- Acute visits
- Specialty Provider Services
- Chronic Care Management

To learn more about how Grand Lake Health System is improving healthcare for you and your family with the Patient Centered Medical Home, visit

GrandLakeHealth.org/PCMH

For secure, online access to patient health information, 24 hours a day/7 days a week patients can join our online Patient Portal—FollowMyHealth. Simply provide your email to the registration staff and you will receive an email with an invitation, or you can request to join at:

GrandLakeHealth.org/followmyhealth



Family healthcare—for a lifetime A GUIDE TO OUR SERVICES



Welcome....

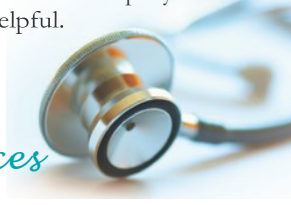
Caring for you and your family is a privilege that we take very seriously. Our job is to help you and the people you care about enjoy the healthiest lives possible, and our preference is to do this in a collaborative way that establishes a strong, lasting partnership.

We want to create an ongoing patient-caregiver dialogue that encourages wellness through education, preventive care, and timely treatment of any issues that arise along the way. By forming a relationship built on open communication, we get to know you and your loved ones as people, as well as patients, to achieve a deeper understanding of your overall health and the things that are important to you. Together, we can develop personalized plans to reach your unique health goals in every phase of life.

Thank you for the opportunity to be a part of your healthcare! We hope you find the following information about our policies and processes helpful.

Sincerely,

*Providers and Staff of
Grand Lake Physician Practices*



OFFICE VISIT EXPECTATIONS

Giving your provider your complete medical history and information about other providers you see will help ensure you receive comprehensive, coordinated care.

Please bring the following items for each of your visits:

- Insurance ID card
- Picture ID
- Office visit co-pay (we accept cash, checks, Visa, MasterCard or Discover payments). Any co-payment, if required by your health insurance company, is due at time of service
- All prescribed and over-the-counter medications
- List of childhood immunizations received for patients under age 18

SCHEDULING AN APPOINTMENT

Our practices provide same day and next day appointments, telephone care, secure online access to your health information and urgent after hours phone access with your provider to make it easier to communicate with your provider.

For same day access, we encourage you to call as early as possible. Each provider has a set number of openings, but they may be taken very quickly. Practices do not allow unscheduled walk-in appointments. To help reduce unnecessary hospital visits, we encourage our patients to call the practice for advice and assessment prior to presenting to the Emergency Room or Urgent Care for non-emergent situations.

CANCELLATION OF APPOINTMENTS

We ask that you provide at least 24 hours advance notice to cancel an appointment. If, due to circumstances beyond your control, you are unable to keep your appointment and are unable to provide at least 24 hours advance notice, please let us know as soon as possible so we can schedule an appointment for another patient. Failure to provide any advance notice of cancellation, or not showing up for an appointment, will be counted as a "no-show." No-shows are tracked and subject to fees or possible dismissal if abused.

PRESCRIPTION REFILLS

When ordering prescription refills, please call your pharmacy at least 72 hours in advance to allow sufficient time for the pharmacy to refill your medications. For maintenance medication, your physician will normally provide refills to last until your next scheduled office visit. If you are out of refills and have not seen your provider in the last three to six months, you will be required to schedule an appointment with the physician for disease management. If needed, the provider may provide a refill of medication to last until you can come for an appointment. Please allow ten to fourteen days for us to schedule your disease management appointment for medication refills.

REFERRALS FOR SPECIALTY CARE

Your insurance company may require you to have a referral from a primary care physician before seeing a specialist. They could also require your primary care physician to conduct a medical evaluation of your medical problem and your need for specialty care. Therefore, if you believe you need to see a specialist, we ask that you make an appointment with your primary care physician so he or she can evaluate the problem and make a determination of the need for, and nature of, the specialty referral. If you are already being seen by a specialist and need your referral renewed, we ask that you notify us of your need for a new referral at least one week in advance of your appointment with the specialist to allow us time to prepare the referral.

TELEPHONE CALLS

If you have a brief question, or feel the need to speak to your physician's staff by phone, we are available to answer phone messages when we're not actively providing direct patient care. In most clinics, this is usually late in the morning or at the end of the day. A nurse or medical assistant may be asked to return your call after discussing the matter with your physician. We try our best to respond to phone messages within 24 hours of receipt; however, with busy clinic schedules, our telephone time is limited. We prefer to evaluate and treat medical problems during scheduled office visits whenever possible so you can receive the adequate care and attention you can't get over the phone.

FollowMyHealth PATIENT PORTAL

Another approach for contacting your physician or physician's office is accessing your medical information through our patient portal, FollowMyHealth. You can get 24/7 secure online access from any computer, smart phone or tablet to manage your personal medical records, send a message to your provider, and make more informed decisions about your health. Providing your email at your visit will allow our staff to send you an email invitation to create secure online access for you and your family.

For more information visit <https://grandlakehealth.followmyhealth.com>.

AFTER HOURS ACCESS

If you have a medical emergency outside of office hours and require the expert advice of your physician, you may call the Joint Township District Memorial Hospital switchboard at 419-394-3335. The switchboard will connect you with your physician. Please reserve these calls for urgent matters only. On-call providers are unable to make appointments or handle prescription refills, please call the office during normal business hours for these questions. Non-urgent calls made after hours may result in a fee.