



## Principles of Medical Home

### *Medical Home and Patient Compact Agreement*

As identified by the patient centered Medical Home collaborative and adopted by De Baca Family Practice (DBFPC), the principles of a Medical Home are as follows:

- A. Personal Physician/Provider** – each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- B. Physician/Provider Directed Medical Practice** – the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
- C. Whole Person Orientation** – the personal physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.
- D. Care is coordinated and/or integrated** across all elements of the complex health care system (e.g. subspecialty care, hospitals, home health agencies, nursing homes) and the patient's community (e.g. family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- E. Quality and safety** are hallmarks of the medical home.
- F. Enhanced access to care** is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.
- G. Clinic Hours are:** Monday and Friday 7:30am to 5:00pm & Tuesday, Wednesday, and Thursday 7:30am – 6:00pm
- H. Our office is closed on the following holidays:** New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and Friday following, Christmas Eve and Christmas Day.
- I. Contacting Our Office:** (575) 355-2414. If after-hours, call the office and ask the answering service to page a provider or if it is a medical emergency call 911.
- J. Medication refills** call one week before prescription is out. Allow 72 hours for prescription to be filled.

### Patient Information and Responsibilities (Patient Compact)

As a DBFPC patient receiving services, there are rules you must follow:

**It is your responsibility to:**

- Be aware of the clinic's hours so you will know when you can be seen.
- Call for an appointment as early as possible, keep your appointments.
- You may have to wait up to three (3) weeks to be seen for checkups and shots.
  - Even if you have an appointment, once you arrive you may have to wait past your appointment time to see your PCP. You should ask to reschedule if you cannot wait.
  - If you cannot keep your appointment, you must call the provider's office at least 24 hours before your appointment. Your provider may ask to dismiss you as a patient if you continually miss appointments.

**When you call your PCP you should always:**

- Tell the staff why you need an appointment.
- Have your medical ID card available, if insured.
- Call your provider's office if your problem gets worse before you scheduled visit. Have a nurse contact you and tell them what symptoms you have and ask if you should be seen sooner.

**During your PCP visit you should always:**

- Give staff the information they need to help you. This includes telling them about your symptoms.
- Tell your PCP your medical history.
- Take shot records to appointment.
- Inform provider of all prescription drugs, over-the-counter medications, and herbal supplements you are taking.
- Inform provider of any medical equipment you are using.
- Inform provider of any other health care appointments.
- Follow the treatment plans and guidelines that your provider gives you.

**Please also keep in mind:**

- You will get a referral ONLY as needed and indicated by your provider.
- You must get a referral BEFORE you go to a specialist. Do not ask your provider for a referral AFTER you have seen a specialist.
- If your provider gives a referral for a service that is not covered by insurance, you will have to pay for it. If your provider gives you a referral for a service and you are uninsured you will have to pay for it.
- If you do not keep your appointment, the specialist may not give you another one.
- Provider will not give a prescription he/she does not determine is needed.
- In most cases, the provider cannot see you in the office the same day you call.

**After-Hours Coverage:**

- Provider will arrange for on-call coverage when he/she is unavailable to you.
- Call the office number (575) 355-2414 for answering service to page provider.
- If you think you have a true medical emergency, go to the nearest emergency room or call 911.

As a patient, you should expect provider and staff to treat you professionally and respectfully. It is also expected that you and your family members will treat provider and office staff respectfully and will refrain from using rude, offensive, or threatening behavior.