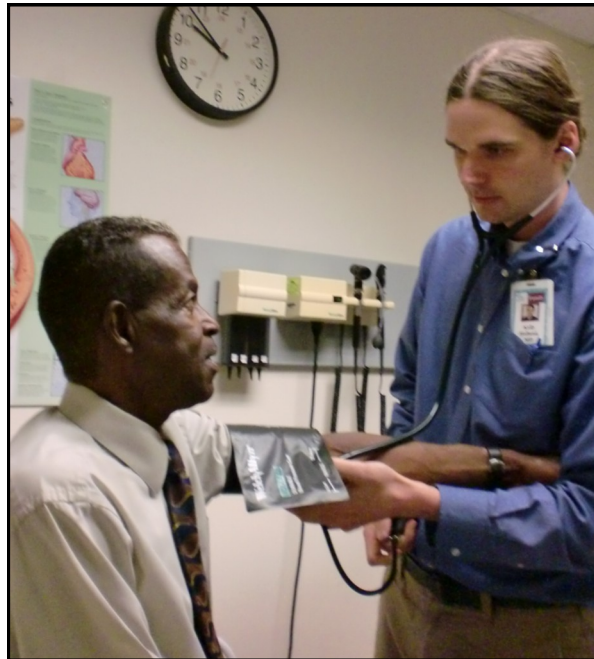


Welcome to your Patient Centered Medical Home



We are improving the way we provide care here at Lynn Community Health Center

This new model is called *Patient Centered Medical Home* and includes you and all your providers working together as a team in caring for your health.



What can I expect?

Care from a **team** of health care providers.

Care that gets you through an illness and helps to keep you **well**.

Care that **respects** you and your needs and values.

Care that includes **you** as a member of the team.

Care where you can talk about what you would like, and how you can **take charge** of your own care.

Care that is **easy** to schedule, with appointments at times when you can come in, and more ways to keep in touch with your team, like phone and email.

Care that is **coordinated** because your health care team and other providers work together.



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Why are you changing?

We believe that the **Patient Centered Medical Home** is a better way to take care of your health needs and to help you manage your own care.



Questions? Ask your doctor or nurse, or call _____ at _____

Medical Home Patient and Provider Roles and Responsibilities

As a patient, I will:

- Bring all questions I have to my appointments
- Tell you how I am feeling and how it affects my life
- Ask you about things I do not understand
- Help you create my action plan and track my progress
- Let you know when I get care somewhere else
- Bring a list of all medicines, supplements, and herbal or holistic products I use
- Fill my prescriptions on time, use them as prescribed, and tell you of any problems
- Ask for support services when I need them
- Ask you if I need any tests or shots

As my provider, you will:

- Respect me and my family values and needs
- Ask me to take part in my health care
- Respect my culture and use language I understand
- Help me set health goals and create an action plan
- Track the care I get from other providers
- Ask for my ideas on how we can improve my care
- Offer appointments at times when I can come in
- Explain test results and what will happen next
- Help me get support services when I need them
- Stay in contact with me as my partner in care

How can I be a Partner in Care?

Talk to us

- Give us feedback
- Talk with your care team about your health problems and concerns
- Ask your team how you can best take care of yourself

Take care of yourself

- Set health goals that you feel you can reach
- Do things to reach your goals and lower your health risks
- Join support groups with people like you
- Learn how to manage serious illnesses

Learn before you decide

- Look at different treatment options, their risks and benefits
- Create an action plan with support from your care team

Be safe

- Tell us about any medicines, supplements, and herbal or holistic products you take
- Talk with us about any safety concerns you have