

What is a Patient Centered Medical Home?

Patient Centered Medical Home (PCMH) is a health care delivery model where your health care needs are coordinated through your primary care doctor so you receive the appropriate care when you need it. The idea is to create a trusting partnership between you, your primary care doctor, and your family (if appropriate) that is the 'home base' for your care.

Patient-Provider Partnership

Your health and wellness is our top priority, and providing the best possible care to you is our primary goal. The only way we can meet this goal is by working together.

We believe recognizing that doctors and patients have responsibilities in their relationship with each other optimizes the quality of care you receive.

Provider Responsibilities



To care for you to the best of our abilities based on the best medical knowledge and treatments available.



Listen to your feelings and questions, and help you make informed decisions about your care.



Explain conditions, treatments, and results in a way that is easy to understand.



Send you to trusted experts, if needed.



Provide 24 hour access to medical care and same-day appointments, whenever possible.



End every visit with clear instructions on expectations, treatment goals, and future plans.



Continuously strive to improve the care we give to you and all of our patients.

Patient Responsibilities



Ask questions, share your feelings, and take an active role in your care.



Be honest about your history, symptoms, and share other important information about your health.



Tell your doctor about changes in your health and well-being.



Make healthy decisions about your daily habits and lifestyle.



Prepare for and keep scheduled doctor's appointments.



Call your primary care doctor with any health problems first, unless it's an emergency.



End every visit with a clear understanding of the expectations, treatment goals, and future plans.



Give us feedback so we can improve our services.