



What is a Patient-Centered Medical Home?

Care in the right place at the right time.

A Medical Home is a model of primary care that puts you, our patient, at the center of care. Your care team will work with you to create a personalized plan for reaching your health goals. Your Patient-Centered Medical Home (PCMH) strives to deliver comprehensive, team-based, coordinated, and accessible care. Above all, your Medical Home is committed to primary care excellence so that you receive care in the right place, at the right time, and in the manner that best suits your needs.

Meet the Care Team

A Florida Hospital Medical Group "care team" is a group of health care professionals and support staff that work together with each patient to achieve a common purpose. Patient-centered care teams deliver care that is respectful of your preferences, values and individual needs.

Front Desk Staff (receptionist, referral coordinator)

Your front desk staff obtains your current demographic and insurance information. He or she also schedules your appointments and works with your insurance. They may also help coordinate your care.

Medical Assistant (MA)

Your MA will escort you from the waiting room to the exam room, take your vital signs and may also assist the provider in updating clinical information in the medical record at your visit. They may perform certain tests, draw your blood, and administer injections.

Primary Care Provider (Physician, ARNP or PA)

Your primary care provider is ultimately responsible for your overall medical care. He or she will provide a detailed plan of care, assess your needs, determine any necessary screenings, refer to specialists when needed, and prescribe medications when necessary.

Practice Administration

The administrative staff leads and oversees all daily practice operations. They support your care team to perform at the optimal level to ensure your needs are being met.



A Health Partnership

Florida Hospital Medical Group is dedicated to providing our patients with the highest standard of care. We believe that our patients receive the best possible care when they participate in their medical treatment. A Patient-Centered Medical Home is a partnership between you, our patient, and a physician-led care team.

As your medical home, we will:

- Partner with you to improve your overall well-being by learning about you, your family, life situation, and your health preferences and goals
- Respect your privacy and keep your information confidential unless you give us written permission as required by law
- Discuss your health condition in a way you can understand
- Manage your short-term illnesses, chronic disease, and preventive care
- Assist in coordinating your care across healthcare settings
- Communicate your test results in a timely manner
- Remind you when vaccines, tests, and preventive studies are needed
- Use current evidence-based guidelines and provide self-care management tools and education
- Deliver care that meets your needs and fits your goals and values
- Discuss and review your care plan and provide educational resources
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy

We trust you, our patient to:

- Participate as a full partner in your care
- Understand your health condition and let us know if there is something you do not understand
- Inform us about your health needs and concerns
- Take your medications as prescribed
- Come to each visit with any updates on medications, dietary supplements, or remedies you are using and let us know if you need a refill
- Keep us up-to-date with changes in your personal, family, medical and social history
- Inform us if you were seen by any other provider or at any facility and/or if you had any test ordered and/or medications prescribed by them
- Ask other providers to send us your reports
- Keep your scheduled appointments and notify us at least 24 hours prior if you need to cancel
- Call us if you do not receive your test results in a timely manner
- If possible, notify us if you are going to the hospital so that we can stay informed of your treatment
- Follow the care plan that you have agreed upon, or let us know why you cannot so we can revise the plan if needed
- Give us feedback on how we can improve our services

Important information:

- We have same-day appointments available and extended hours to best meet your needs.
- We provide on-call physicians to speak with you after hours for urgent matters by calling our office number.
- We encourage you to use our secured patient portal to access your health information and communicate with us for non-urgent matters during and after office hours.

If you have any questions or would like to learn more about Patient-Centered Medical Homes, please ask to speak with your practice PCMH Transformation Manager.