



The medical home is best described as a model of primary care that is all about the patient. It is comprehensive, team-based, coordinated, accessible, and focused on quality and safety. It has become a widely accepted model for how primary care should be organized and delivered throughout the health care system and is a philosophy of health care delivery that encourages providers and care teams to meet patients where they are, from the most- simple to the most complex conditions. It is a place where patients are treated with respect, dignity, and compassion, and enables strong and trusting relationships with providers and staff.

Adapted from the AHRQ definition, the medical home is an approach to the delivery of primary care that is:

- **Patient-centered:** A partnership among practitioners, patients, and their families that ensures that decisions respect patients' wants, needs, and preferences, and that patients have the education and support they need to make decisions and participate in their own care.
- **Comprehensive:** A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.
- **Coordinated:** Care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, community services and supports.
- **Accessible:** Patients are able to access services with shorter waiting times, & "after hours" care, 24/7 electronic or telephone access, and strong communication through Patient Portals.
- **Committed to quality and safety:** Clinicians and staff enhance quality improvement to ensure that patients and families make informed decisions about their health by establishing mutually agreed upon goals.
- **Education:** To help alleviate the burden of the illness on patients and their families and how to reduce ED visits, hospital admissions and length of stays.

### **What does my Medical Home Team do for me?**

- **The Medical Home team is your team.** They provide your child with the care they need, when they need it and customize care to meet their needs and expectations. We help set appropriate health goals and work with you and your child to meet them. We will spend enough time with you to ensure you understand what you need to do to successfully meet these goals and answer any questions you might have. We help you understand all the options for care so you can decide what care is best. And we will always treat you and your child with the respect you deserve as a full partner in their healthcare.



### **What can I do to help my Medical Home team take better care of me?**

You are encouraged to actively participate in your child's care.

- Understand that you are a full partner in their health care.
- Learn about their condition and what you can do to keep them as healthy as possible.
- As best you can, follow the care plan that you and your medical team have agreed is important for your child's health.

Do your best to communicate with your Medical Home team.

- Tell us all about your child's health, their medical history and the health history of your family.
- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies being used.
- If you don't understand something your doctor or other member of your medical home team says, ask them to explain it in a different way.
- If your child gets care from other health professionals, always tell your medical home team so they can help coordinate for the best care possible.
- Talk openly with your care team about the experience in getting your child's care from the medical home so they can keep making their care better.

### **How do I access my Medical Home?**

We offer convenient same-day and next-day appointments, virtual visits, after-hours phone access and extended hours, early mornings, evenings.

Monday 8:30 AM - 5:00 PM

Tuesday 8:30 AM - 5:00 PM

Wednesday 8:00 AM - 5:30 PM

Thursday 8:30 AM - 5:00 PM

Friday 8:30 AM - 5:00 PM

- To make an appointment or for clinical advice, call 904-264-0264 or log into Healow Application or Patient Web Portal <https://nffamilymed.com/for-patients/> to send an appointment request to our office.
- For all urgent matters, please contact us by phone. For all non-urgent matters, general information and to make an appointment, please call us during normal business hours.