



LAC COURTE OREILLES COMMUNITY HEALTH CENTER

Patient-Centered Medical Home

Approved on 11/28/2016

by: LCO Tribal Governing Board

WELCOME TO YOUR MEDICAL HOME

“Patient-centered is a way of saying that you are the focus of your health care. A patient-centered medical home is a team approach to providing total health care. Your medical home team includes your Provider, as well as other support staff but most importantly **YOU**. You and your health are at the center of your medical home team.”

WHAT CAN YOU EXPECT?

- In a medical home, you and your team will work together, as an active member of the team; you will have the chance to explain the things that are really important to you.
- Your team can answer questions and help you better understand your health care needs.
- If you need to get help from other Providers, your team can support you every step of the way.
- When you have concerns about your health, your medical home team will work with you to determine the best way to deal with them.

WHAT CAN YOU DO TO HELP?

1. Be an active team player

- Talk to your team about your health questions.
- Share your past health care successes and challenges.
- Tell your team about other health care professionals who care for you.
- Tell your team how you feel about the care you are getting from them.

2. Take care of your health

- Follow the health care plan you and your team have talked about. Make sure you understand how to follow the plan. Set goals you can reach. Once you begin to see results, you and your team can discuss adding new goals.

3. Talk openly with your team

- Tell your team if you are having trouble sticking with your plan.
- Tell your team what is working and what is not working so together you can make needed adjustments to your plan.

DURING YOUR APPOINTMENT USE THIS HANDY CHECKLIST:

- Write down the names of your team members.
- Create a list of questions to ask. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
- Talk with your team about what health issue to work on first.
- Use your own words to repeat back things you've discussed with your team. This way, the information is clear to both you and your team.
- Ask your team who can reach after hours.
- Before you leave the clinic, be sure you know the things you need to work on before your next appointment.