

# Forum Medical Clinic

## Patient-Centered Medical Home

### Frequently Asked Questions

**Building a trusting partnership between YOU & your doctor**

#### **What is Patient-Centered Medical Home?**

Patient-Centered Medical Home or PCMH is a program, supported by Blue Cross Blue Shield of Michigan, which provides a comprehensive approach to primary care for children, youth and adults. The PCMH is a health care setting that facilitates partnerships between individual patients, their personal physicians, and when appropriate, the patient's family.

#### **Do I have to be covered by Blue Cross Blue Shield to participate?**

No. All patients of this Primary Care Office are eligible for participation in PCMH regardless of health plan affiliation.

#### **Are all Primary Care Physicians participating in this program?**

No. Inclusion in the PCMH Program is limited to an elite group of Primary Care Physicians, individually selected by Blue Cross Blue Shield for their recognized quality of care.

#### **How will I benefit as a patient?**

Patients who choose to receive care through the PCMH model will benefit by the following: access to doctors who utilize improved technologies to stay better connected with the medical community and manage care more efficiently; more focused, personal interaction with doctors and care teams who will help navigate through the complex healthcare system; a more comprehensive delivery of primary care through the improved coordination of care, managed by the patient's personal doctor and their care team.

#### **What do I have to do as a patient?**

As a patient you will need to commit to improving your healthcare and work with your physician to achieve healthcare goals.

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#### **The Patient-Centered Medical Home Philosophy**

*“The Patient-Centered Medical Home provides care that is respectful of and responsive to individual patient preferences, needs and values; ensuring that patient values guide all clinical decisions”*

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#### **What can I expect as a patient?**

- You will have access to a single point of comprehensive care that addresses the full range of your healthcare needs
  - Your care will be guided by your Primary Care Physician who will work closely with other members of your medical team
  - You will share in making decisions regarding your care
  - You and your doctor will create a health care plan designed to help you achieve optimum wellness
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#### **How will my office visit change?**

- We will ask how we can help you improve your health
  - You will be educated with tools that explain the concept of Patient-Centered Medical Home, which will outline your rights and responsibilities
  - Medication review and management provided at every visit
  - Action plan and goal setting to ensure all guidelines are followed
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#### **Additional Information**

- You will continue to see your Primary Care Physician
- All patient information will continue to remain confidential
- You will have access to a doctor on call 24 hours a day, 7 days a week
- All care provided will be geared to help you accomplish your personal health care goals