



### What you can do?

#### **Be in Charge of your Health**

- \* Know that you're a partner in your health
- \* Understand your condition, lifestyle choices affecting it, and what you can do to stay healthy.
- \* Know your financial obligations.

#### **Participate in your Health Care**

- \* Follow the plan you and the team have developed
- \* Keep scheduled appointments and take medications as prescribed.
- \* Help your team identify barriers that prevent you from following the plan.

#### **Communicate with your Team**

- \* Ask questions and be sure to get the answers you need.
- \* Provide a list of medications, supplements, and vitamins you take.
- \* Tell your team about any changes in your health, or any care received from other healthcare professionals/hospitals

Be honest with your team.  
They want to help.



Information about your Care Team along with tips for healthy living can be found on our website at:

[www.flhmedical.com](http://www.flhmedical.com)



**Patient Centered  
Medical Home**

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**Keuka Health Care**

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## Patient Centered Medical Home

### What is a "patient-centered medical home?"

A patient-centered medical home is a system of care in which a team of health professionals work together with you, the patient (and where appropriate, your family), to provide you with the best possible health care. Your primary care provider leads the care team which may include nurses, medical assistants, receptionists, specialists, or other health care professionals. Together, we work with you so that you get the care that you need.

### How does a patient-centered medical home benefit me?

In a medical home, your care team:

1. Strives to know you and your health history so we can suggest treatment options that are best suited for you.
2. Will focus on preventative care to keep you as healthy as possible.
3. Makes sure you understand your condition(s) and how to best take care of yourself. We help you understand your care options and involve you in decisions about your care.
4. Helps you coordinate your health care across multiple settings by making appointments and making sure that specialists have the information they need to care for you.
5. Uses technology to share information, eliminate duplicate testing, and keep all of your health records in one place.

### YOUR CARE TEAM WILL

#### **1. Learn about you** by

- \* Getting to know you and all aspects of your life which affect your health and well-being. We'll update our records with your help each time you seek care.
- \* Listening to your questions and concerns and treat you as a full partner in your care.

#### **2. Communicate with you** by

- \* Clearly explaining your health situation and make sure you're aware of all the options for your care.
- \* Giving you time to ask questions and answer them in a way you understand.
- \* Helping you make the best decisions for your care.
- \* Asking you for feedback about your patient experience and how we can better serve your health care needs.
- \* We will clearly identify the roles of the various members of your health care team.

#### **3. Provide Access to Evidence-based Care and Self-management Support** by

- \* Providing treatment and recommend preventative services based on evidence-based guidelines.
- \* Helping you set care goals and help you meet these goals every step of the way.
- \* Giving you information about community support groups, services, and self-support resources to keep you healthy.
- \* Work with you to obtain the best whole person health which includes mental and behavioral health.

### HOW TO CONTACT YOUR TEAM

#### **\*During Normal Practice Hours:**

Monday Tuesday and Thursday  
9:00 Am – 4:30 PM  
Wednesday 8:00 AM - 4:30 PM  
Friday 8:30 AM -4:30 PM

**Phone:** (315) 531-2944

#### **\* After Normal Practice Hours:**

A provider is on call for urgent matters and will return your call.

**After Hours Phone:** (315) 531-2000

You can go to any of our Urgent Care locations for non-emergent care.

Monday through Friday 5:00PM – 9:00PM  
Saturday and Sunday 11:00AM – 5:00PM

Geneva: 789 Pre-Emption Road Geneva, NY 14456

Waterloo: 369 East Main Street  
Waterloo, NY 13165

Clifton Springs: 430 Professional Park  
Clifton Springs, NY 14432

**Urgent Care Phone:** (315) 781-2000

#### **\* For Emergencies**

Call 911 or go to the nearest  
Emergency Department

#### **\* For Non-urgent Matters**

Use the patient portal to send messages electronically for medication refills, appointment requests, test results, referrals, and non-urgent clinical questions. Access the portal at [www.flhmedical.com](http://www.flhmedical.com)