



What is a “patient-centered medical home”?

A patient-centered medical home is a system of care in which a team of health professionals works together with you to provide comprehensive health care. Your primary care provider leads the care team which may include nurses, medical assistants, lab staff, receptionists, specialists, or other health care professionals.

How does a patient-centered medical home benefit you?

In the medical home, your care team:

- Will strive to know you and your health history so we can suggest treatment options that are best suited for you.
- Will focus on preventive care to keep you as healthy as possible and give you tools to support wellness.
- Will explain your condition, help you understand options, and advise you how to best take care of yourself.
- Will help 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.
- Will use technology to share information, eliminate duplicate testing, and keep all of your health records in one place.

Contacting Your Team

During Normal Office Hours

Call office at 607-324-5404
Monday, Tuesday, Thursday, and Friday
8:00 AM – 4:30 PM
Wednesday
8:00 AM – 6:00 PM

After Normal Office Hours

Outside normal office hours you can still call the office for urgent matters and an on-call provider will return your call.

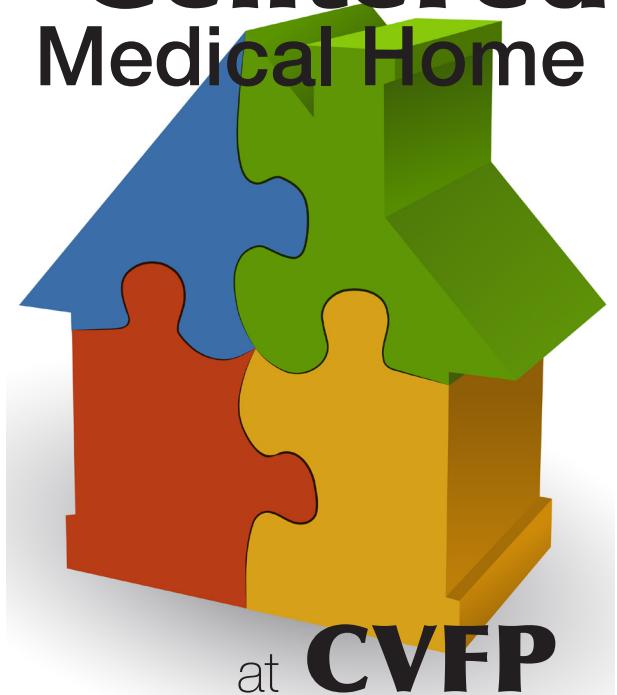
Our Patient Portal

The portal is always available for non-urgent matters: for refill requests, requests for appointments, as well as access to lab results. Access the Patient Portal at <http://health.eclinicalworks.com/cvfp>

***For Serious Emergencies,
Call 911 or go to the nearest
Emergency Department***



Welcome to
**Your
Patient
Centered
Medical Home**



 **CANISTEO VALLEY
FAMILY PRACTICE**

Your Care Team Will

Learn about you by:

- Getting to know you and all aspects of your life which affect your health and wellbeing.
- Finding out about care you've received elsewhere so we can update our records with your help when you come in.
- Listening to your concerns and treating you as a full partner in your care.
- Respect your needs and protect your privacy

Communicate with you by:

- Clearly explaining your health situation and making sure you're aware of all the options for your care.
- Giving you time to ask questions and answering 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.

Provide Evidence-based Care and Self-management Support by:

- Providing treatment and recommending preventive services using evidence-based guidelines.
- Helping you set care goals and meet these goals every step of the way.
- Giving you information about community support groups, services, and self-support resources to keep you healthy.
- Working with you to obtain your best health, which includes mental and behavioral health.
- Providing patient education materials specific to your needs.

What is your role as part of the Patient Centered Medical Home?

Be in charge of your health

- Know you are a partner in your health care
- Understand your health condition and what you can do to stay healthy
- Know your financial obligations

Participate

- Keep appointments as scheduled and take medications as prescribed
- Help us know what barriers you have to keeping healthy, what works and what doesn't
- Share your past successes and challenges with us

Communicate

- Ask questions and let us know if you don't understand
- Let us know any changes in your health or if you received care from another provider or hospital
- Provide us with a list of your medications, vitamins, and over the counter medications you take



Our Services

Primary Medical Care for all ages

- Comprehensive management for chronic and acute illnesses
- Referrals for specialized care, including behavioral health
- Assistance with information concerning medical insurance
- Assistance with transfer of Medical Records
- On-site laboratory for in-house testing and specimen collection including phlebotomy
- On-site ultrasound
- EKG, Holter Monitoring, and Spirometry testing
- Diabetes Education
- Screening for Diabetic Retinopathy