

A Medical Home for You



What is a Medical Home?

A “medical home” is a medical office where a team of health professionals work together to provide focused, expanded care to patients. Having a medical home feels like having an old style family doctor, but with a team of professionals, using modern knowledge and technology, to provide the best possible care for you in their office.

A Medical Home is About YOU

Caring about YOU is the most important job of a medical home. The care in a medical home is personal and the team’s job is to make sure you get the health care you need.

Who is Part of the Medical Home Care Team?

This team may include a doctor, nurse, and a health educator, as well as other health care professionals, like a pharmacist, a behavioral health specialist, or a physical therapist. These team members are like having “health coaches” who help you get healthy, stay healthy, and get the care and services that are right for you. Your family caregivers are also part of the team, and YOU are the most important member!

How a Medical Home Works for You

In a medical home, your care team:

- **Is available 24/7** if you need them. You can communicate with your care team by phone and you can get an appointment quickly, even on the same day for urgent needs.
- **Knows you and remembers your health history.** They know enough about your personal or family situation to suggest treatment options that make sense for you.
- **Makes sure you understand your condition(s)** and how to take care of yourself. They help you sort through your options and make decisions about your care.
- **Helps you coordinate your health care** – even if they are not giving the care themselves. They will help you find specialists, get appointments, and make sure specialists have all the information they need. Your medical home team will also be sure you know what the specialists say and what it means for you.

What You Can Do To Get the Most from your Medical Home

Learn About Caring for Yourself

- Know that you are a full partner in your own care.
- Learn about your condition and what you can do to stay as healthy as possible.
- As best you can, follow the plan that you and your medical home team have agreed is important for your health. If you have questions, ask!

Communicate with Your Care Team

- Always bring a list of questions related to the reason for your visit. Also bring a list of any new medicines, vitamins or over-the-counter drugs you added since your last appointment.
- Always tell your medical home team when you don't understand something. Ask them to explain it in a different way.
- Always tell your medical home team if you get care from other health professionals such as an Emergency Department, specialist or hospital so they can help coordinate the best care possible.
- Always talk openly with your care team about your experience getting care from the medical home so they can make care better.



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How to Reach Us:

Please see the Services section of this website for the hours of our health centers. For an emergency after hours or when the office is closed, please call 828-689-9713 to reach our on-call service. This service will alert one of our providers, who should respond to you within 30 minutes.

Below is a list of evidence-based care and self-management support resources. Many of these free resources are available on the Internet. If you do not have a home computer, your local public library will likely have computers and free access to the Internet.

QuitLine NC

www.quitlinenc.com

1-800-QUIT-NOW (1-800-784-8669) Free expert support from a trained coach to help you quit tobacco for good.

Web MD

www.webmd.com

Extensive information regarding health and health care, including a symptom checklist, pharmacy information, drugs information and blogs of physicians with specific topics.

Mayo Clinic Health Information

www.mayoclinic.com/health-information

More than 3,300 physicians, scientists and researchers from the Mayo Clinic share their expertise to empower you to manage your health on this free Web site.

HealthFinder.gov

www.healthfinder.gov

A federal government Web site where you will find information and tools to help you and those you care about stay healthy. Includes an encyclopedia of over 1,600 health topics from the most trusted sources.