

## Stay informed between your appointments.

Your medical home team is involved in your care, even in between appointments. Through **One Chart | Patient**, our electronic health record system, you are able to easily access and stay informed of care plan actions and results anytime, not just during office hours.

Use **One Chart | Patient** to:

- Request, schedule and cancel appointments
- Ask health care team members questions
- Request prescription renewals
- Access lab results and test procedure results

## What can you expect from your PCMH team?

- Your PCMH team will work together to answer your health care questions
- If you need help from other doctors, your team will support you every step of the way
- Your PCMH team will help you create a care plan that's right for you

**Together, you and your PCMH team will:**

- Set goals that are personalized to meet your health care needs
- Coordinate care with other health care providers
- Stay connected on wellness, prevention and chronic care needs

## Use this checklist during your appointment.

- Write down the names of your team members

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- Ask your most important questions first. Questions you have for your PCMH team:

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- Talk with your team about chronic conditions or health issues to work on first
- Use your own words to repeat back what you have discussed with your team to confirm understanding
- Before you leave the office, be sure you know what you need to work on to meet your personalized health goals



National Committee for Quality Assurance (NCQA) is a private, nonprofit organization dedicated to improving health care quality.

The NCQA Patient-centered Medical Home standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement.



## Patient-centered Medical Home

Comprehensive, team-based care all in one place.



[NebraskaMed.com/PCMH](http://NebraskaMed.com/PCMH)



## What is a patient-centered medical home?

Our patient-centered medical home (PCMH) is a team approach to primary care. Nebraska Medicine partners with patients, families and the community to support and promote health and well-being. As a patient, you will have access to a medical home team to keep you informed on health and wellness screenings and details regarding personal health conditions.

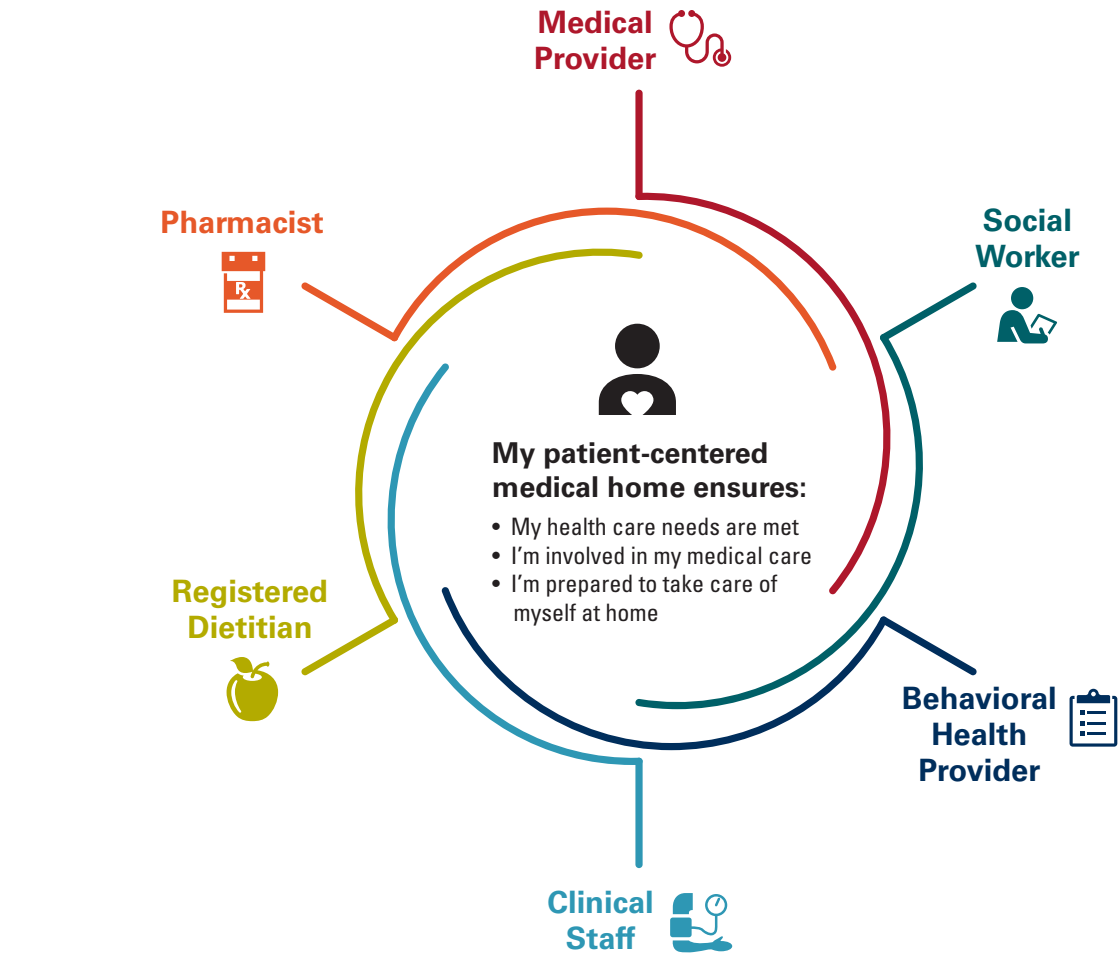
If you would like to learn more about what you can expect from your medical home, an online video is available. Following your appointment, you will receive an email with instructions on how to access the video prior to your next scheduled appointment.

## Who is included on the patient-centered medical home team?

A medical provider, social worker, behavioral health provider, clinical staff member, registered dietitian and pharmacist are all part of the PCMH team at your medical home. Each of these expert team members are available to care for you. Both you and your medical provider will build the comprehensive care team that best fits your health needs.

### Behavioral Health Provider

Our PCMH behavioral health team members can help you manage stress from a medical condition, substance abuse, depression, anxiety and a wide range of distressing thoughts and feelings. Behavioral health professionals are experts in helping people learn to identify situations or behaviors that contribute to stress and develop action plans to change them.



### Social Worker

Our PCMH-licensed clinical social workers are available to help you and your family adjust to emotional, physical, social or financial changes, by providing supportive counseling and connecting you to appropriate community resources.

### Pharmacist

Our PCMH pharmacists provide comprehensive medication management and education on chronic disease states such as diabetes, hypertension and anticoagulation to help you meet your therapy goals.

### Registered Dietitian

Our PCMH-registered dietitians are licensed medical nutrition therapists and can assist if you are dealing with difficult diet or lifestyle adjustments to meet your care goals. Your doctor may refer you to the dietitian to help manage chronic diseases such as diabetes, renal disease, obesity, cardiovascular, gastrointestinal and other nutrition related diagnoses.

For the latest information on the Nebraska Medicine patient-centered medical home model of care, please visit [NebraskaMed.com/PCMH](http://NebraskaMed.com/PCMH).