



Frequently Asked Questions:

Patient-Centered Medical Home

What is a patient-centered medical home?

A patient-centered medical home is a better, easier way to get the care you need. Your medical home is not an actual place. It is a partnership that allows you, your doctor, and your care team to get to know each other and *work together to improve your health.*

How is this different from the care I get now?

In a medical home *you have your own care team* who will work with you to create a unique care plan to meet your health goals. You don't have to come to the office every time you have a question about your health. You can reach your care team by phone or email.

How does the medical home coordinate my care?

Your care team will keep up with your health progress, keep track of the tests and health screens you need and make sure that you get the right care at the right time. Since your doctor and your care team know you and work with you, *everyone is on the same page about your care.*

How can a medical home help me get healthier?

Your care team will work with you to help you reach your personal health goals. Do you want to lower your blood pressure? Get more exercise? Stay up to date on screenings and vaccinations. Your care team will support you every step of the way. Together with your care team, you will set up a care plan. *A care plan is like a personalized guide to a healthier you.* You and your care team will go over your care plan regularly to make sure it's working for you.

What is my role in a medical home?

In a medical home, you are an active member of your care team. Make sure you talk openly about your health needs. Always ask questions and tell the members of your care team if something is unclear. They will explain it better.

Do your best to follow the care plan that you and your care team have agreed on -- it's key to your health. Your care team is here to assist you with all of your health needs. *Just ask!*





What if I go to another clinic or hospital?

In a medical home, your care team members handle your care -- even if they are not giving the care themselves. All of the clinicians you see talk to each other so your care team can stay on top of your health.

Even if you see a specialist somewhere else, your care team will follow up with that doctor after your visit. Your care team will get back any test results and explain what they mean to you. Always let your care team know if you see another doctor!

What if I move?

You can stay with your care team even if you move, or we can help you find another care team at one of our hospitals throughout New York City. For a complete list of our hospitals, visit us at www.nyc.gov/hhc. You can also just ask a member of your care team.

More Hours and What it Means for You

We are also giving you more options. *We are adding clinic hours later in the day and in the evenings.* That way, you can get home from work and still have time to get to your appointment. In most places, we are adding hours on weekends too, so you can get an appointment when you have the time. We are committed to making your visit faster and easier for you.