



The Appointment Checklist:

# Planning Ahead

- Make a list of questions for your doctor before your visit.
- Think about your health goals. Tell us what healthy means to you.
- Talk to us about the health issues that are most important to you. If you have concerns, you can share them.
- Be sure you understand what we tell you before you leave the office. It is OK to ask questions. Everybody does.*
- Tell us if you do not understand something. We will explain it better.
- Repeat back the things we discussed. This way, we will know if something is unclear to you. Take your time.
- Make sure you get the care team card with our names and numbers on it. Once you have it, you can reach us whenever you need to.



# Better Care

Your health is important to you and loved ones. We will help you reach your health goals and get the care you need, when you need it.

At HHC, you're home.



[nyc.gov/hhc](http://nyc.gov/hhc)

*I'm home.*

The Patient-Centered Medical Home



The Patient-Centered Medical Home:

# A New Way for Better Care



I'm *home.*

The Patient-Centered Medical Home



## What is a Patient-Centered Medical Home?

A patient-centered medical home is a better, easier way to get the primary 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 it works

*In a patient-centered medical home, you have your own care team, led by your doctor. Each member of your care team knows your health concerns and works with you to address them.*

Your team always knows what is going on with your health and helps you get the right care when you need it. We take the time to help you understand and learn to manage your health conditions. We track of all your test results and make sure you know what they mean.



## You are a team member, too

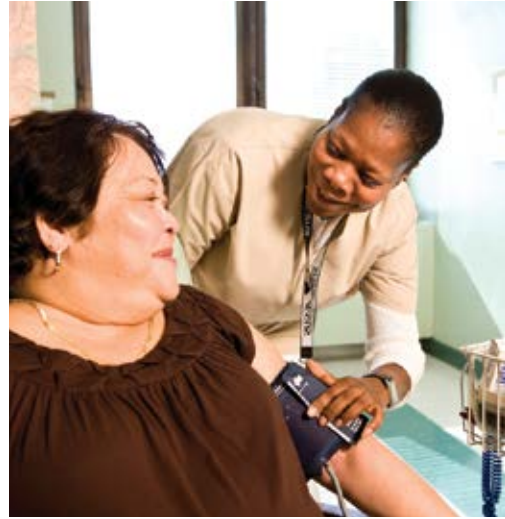
We work with you to set up a personal care plan that meets your needs. Your care plan lists your conditions, your medications and all the people who take care of your health. We'll use it to track your progress as you work to meet your health goals. We'll be sure to talk about how you can live a healthier life.





What part do you play in your care?

You follow your care plan, learn about your conditions and medications, and stick with the program.



If things get tough, let a care team member know. If you need extra support to reach your health goals we can work with your family or friends to help you.



Here, we work with you to keep you as healthy as you can be. We are here for you round the clock. We want you to call whenever you need us, 24/7.

