

Welcome to your medical home.

Personalized care

- An ongoing relationship with your personal physician
- Physician leads your practice-based care team
- Good communication
- A trusted partnership
- Shared decision-making
- Culturally sensitive care
- Family engagement option

Coordinated care

- Oversee and coordinate care across the health system through proactive collaboration
- Coordinate referrals to specialists, providing needed information
- Supported by electronic medical records
- Electronic orders and reporting
- Electronic prescriptions
- Offer connections to community services



Comprehensive care

- Whole-person orientation
- Care for acute and chronic conditions
- Preventive care counseling, screening, and education
- Set individual health goals with patient
- Provide self-management education/support for chronic conditions
- Use evidence-based best practices
- Some in-office surgical procedures

Convenient care

- Same-day urgent appointments
- Online appointment requests
- Patient's time used wisely with team approach
- Leave visit with a written plan of care
- Timely follow-up with test results
- Reminders to ensure follow-up on needed services
- Save time with online bill payment option

We are pleased to be recognized by the the National Committee for Quality Assurance as a **Patient-Centered Medical Home (PCMH)**. A Medical Home is a primary care practice that combines a new level of teamwork and technology to deliver care that is more personalized, comprehensive, coordinated and convenient, resulting in better health outcomes. That's changing health care for good.

Visit BaptistJax.com to learn more.



Changing
Health Care
for Good.®



We are pleased to let our patients know that we have started the process of applying for official recognition by the National Committee for Quality Assurance as a Patient Centered Medical Home.

Receiving the Patient Centered Medical Home designation will recognize our achievements in meeting the highest standards for quality primary care. To you, we hope will symbolizes our ongoing commitment to your health and well-being.

For more information, visit BaptistJax.com.

What is a Medical Home?

Patient-Centered Medical Home (PCMH) is an approach to primary care that leverages teamwork and technology to deliver care that is personalized, comprehensive, coordinated and more convenient for patients — the way primary care should be!

Patient-Centered Medical Home Principles

- Personal physician. Each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- Physician-directed medical practice. The personal physician leads a team of individuals at the practice who collectively take responsibility for ongoing patient care.
- Whole-person orientation. The personal physician is responsible for providing all of the patient's health care needs or for arranging care with other qualified professionals.
- Quality and safety are hallmarks of the medical home.
- Enhanced access to care is available through open scheduling, expanded hours and other innovative options for communication between patients, their personal physician and practice staff.

What does this mean to you?

In short: Better care and better health. Studies have shown that patients in a Medical Home have fewer emergency room and hospital visits, reductions in risk factors for heart disease, and are more likely to receive appropriate therapy.