

The Patient-Centered Medical Home



What is a patient-centered medical home?

A patient-centered medical home is a system of care in which a team of health professionals work together to provide all of your healthcare needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you.

YOU, THE PATIENT, ARE THE MOST IMPORTANT PART OF A PATIENT-CENTERED MEDICAL HOME.

When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

Who is on the patient-centered medical home care team?

Your primary care provider (the doctor you choose) leads your care team, which may include specialized doctors, physician assistants, nurse practitioners, non-physician



PATIENT CENTERED
MEDICAL HOME

BrownClinic



clinicians such as pharmacists, dieticians, physical therapists, lab, x-ray technicians, nurses, medical assistants and other support staff. Our team acts as “coaches” who help you get healthy, stay healthy, and get the care and services that are right for you. **You, of course, are at the center of your care team.**

Brown Clinic P.L.L.C.
Personal Care From The People You Know And Trust.

506 1st Ave. SE | 511 14th Ave. NE
Watertown, SD 57201

How does a patient-centered medical home benefit me?

IN OUR PATIENT-CENTERED MEDICAL HOME AT BROWN CLINIC, WE:

Are available when you need us. You can communicate with us easily and efficiently and get appointments quickly. **Our office is open from 8:00 am-5:00 pm with walk-in services from 7:30 am-9:00 am & 5:30 pm-7:30 pm Monday-Friday and Saturday from 8:00 am-11:00 am**, all at our Northridge location. Brown Clinic provides same day appointments for routine care (regularly scheduled primary care) and for urgent (for those times when a patient wants or needs to be seen by a provider quickly during regular business hours). When our clinic is closed, the main telephone will connect you to the on-call doctor who will help you. You can also contact us through our website.

Know you and your health history. We know about your personal or family situation and can suggest treatment options that make sense for you.

Help you understand your condition(s). We explain your options and help you make decisions about your care. We use evidence-based guidelines (the best methods of treating you) to take home that are easy to read and understand.

Help you coordinate your health care. Even if we are not the ones giving you the care, we will help you find hospitals, specialists, get appointments, and make sure specialists have the information they need to care for you. If you need behavioral health and are referred to a behavioral health organization for diagnosis and treatment plan and then referred back to your doctor for follow up care.

506 First Avenue SE / 511 Fourteenth Avenue NE
Two locations in Watertown, SD 57201
PH 605.886.8482 FAX 605.884.4332

brownclinic.org

YOUR CARE TEAM WILL:

1. Get to know you

- Learn about you, your family, your life situation and preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
- Listen to your questions and feelings and treat you as a full partner in your care.

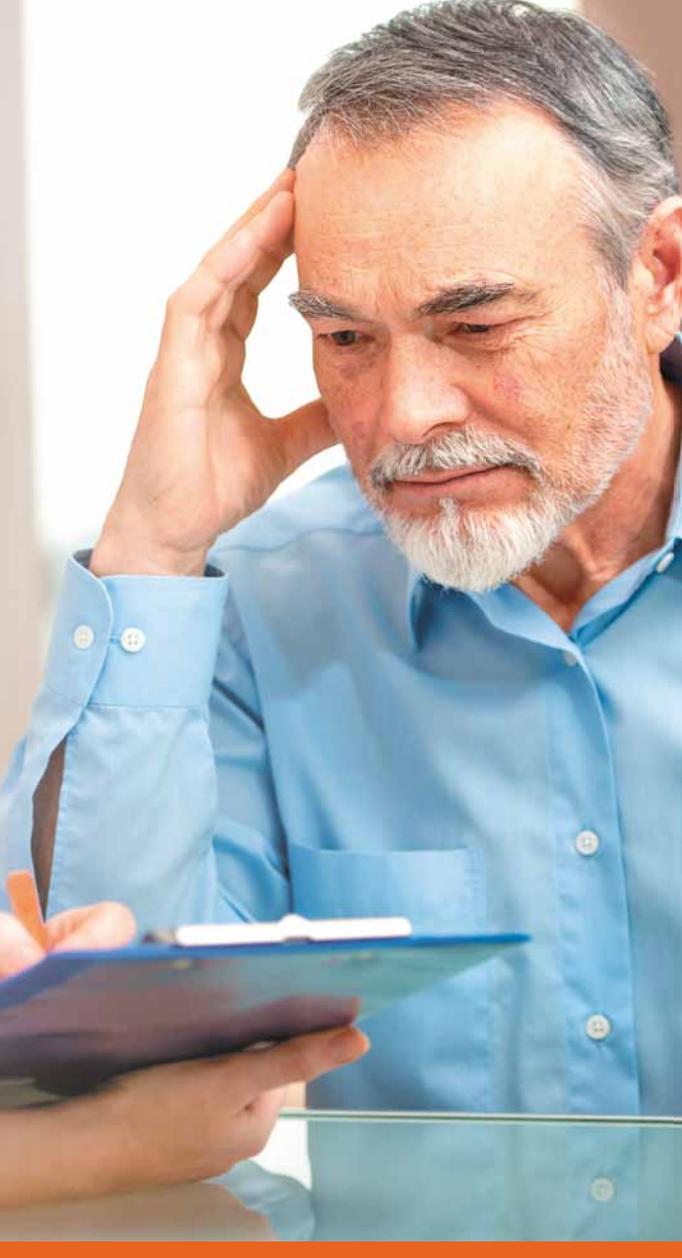
2. Communicate with you

- Explain your health situation clearly and make sure you know all of your options for care.
- Give you time to ask questions and answer them in a way you understand.
- Help you make the best decisions for your care.

3. Support you

- Help you set goals for your care and help you meet these goals every step of the way.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

Use technology. Electronic medical records and share records help prevent medical errors and make sure that we are always on the same page. This technology also helps us remind you when you are due for preventive health visits or care (your annual physical exam, mammogram, colonoscopy, diabetic care and immunizations).



How do you get the most from a patient-centered medical home?

WHAT YOU CAN DO:

1 Be in charge of your health

- Know that you are a full partner in your care.
- Understand your health situation and ask questions about your care.
- Learn about your condition and what you can do to stay as healthy as possible.

2 Participate in your care

- Follow the plan that you and we have agreed is best for your health.
- Take medications as prescribed.
- Keep scheduled appointments and attend follow-up visits when necessary.

3 Communicate with your care team

- Tell us when you don't understand something we said or ask us to explain it in a different way.
- Tell us if you get care from other health professionals so we can help coordinate the best care possible.
- Bring a list of questions and a list of medicines or herbal supplements you take to every appointment.
- Tell us about any changes in your health or well-being.

Equal access. Regardless of the source of payment, we will provide financial counseling. If you do not have insurance, we will provide coverage resources for you.

New patient. We will assist you in transferring your records to our clinic by providing request forms at the front desk and will help coordinate this process for you. We will provide you with a packet of information about us.



PATIENT CENTERED
MEDICAL HOME

BrownClinicSM