

## A Better Model of Primary Care

The Patient-Centered Medical Home model of primary care means you'll experience some important changes that are all about YOU:

- One place for all your primary care.
- A team approach to your care.
- Convenient appointments.
- Coordination of your specialty care and tests.
- Access to team members between visits.
- More time with your team healthcare providers.
- Comprehensive health and wellness care for every stage of life.

These are just a few of the benefits you will receive from this practice, where your well-being and satisfaction are important to us. In our practice, you will have a whole team of people who want to give you the best care possible.

As a team, we want to partner with you in care that meets your exact needs.

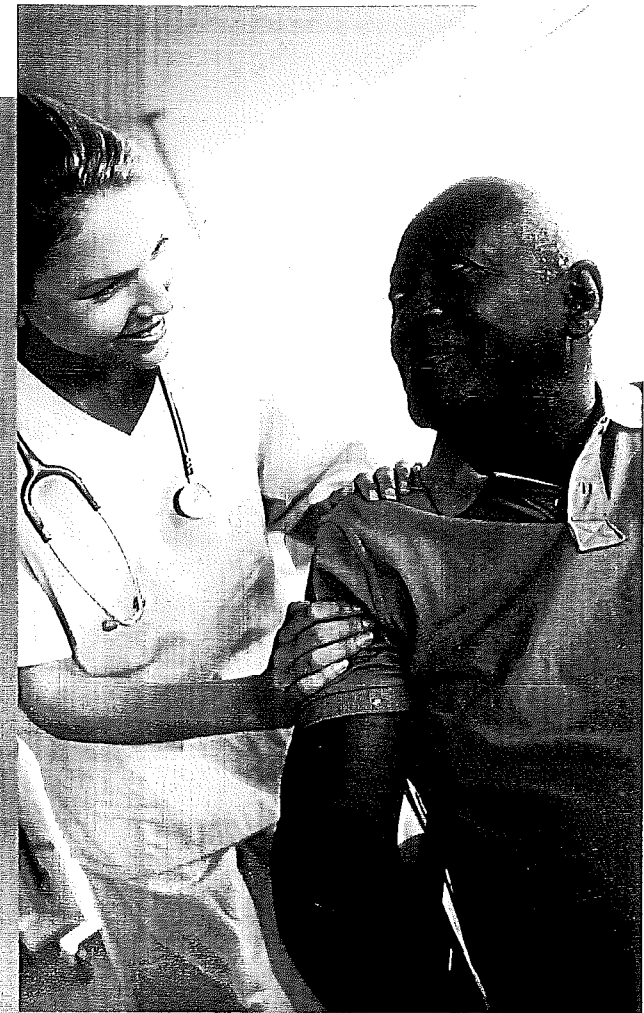
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[Einstein.edu/PrimaryCare](http://Einstein.edu/PrimaryCare)

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## Your Home Base for Primary Care



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## About Patient-Centered Medicine

There's a new approach to health, with you at the center. No matter your healthcare needs, this office is the place for continuous, comprehensive and integrated care that delivers:

- Convenient appointment options including same-day and next-day appointments, extended hours and after-hours phone access.
- More one-on-one time with your healthcare team.
- Timely communications about test results and follow-up care.
- Increased access to health resources and specialists.
- Care from professionals who use the latest technology and newest medicines to help you get well, stay well and learn to be well.
- Treatment for short-term illness, chronic disease, well care including vaccinations and preventative screenings, and healthy lifestyle support at every stage of life.



## About Your Care Team

Being at the heart of patient-centered care means you will enjoy a personal relationship with a dedicated provider and an experienced care team who work with you through every stage of life and health. You can expect your care team to:

- Get to know you, your health concerns and goals in order to provide care that meets your exact needs.
- Listen to your questions and concerns to help you make decisions about your care.
- Explain diseases, treatments, tests and results in an easy-to-understand way.
- Order and coordinate any combination of care services you need, including specialty care, hospitalization, home health care, and community services and supports.
- Use one centralized medical record for the utmost in coordinated care.

## About Your Responsibilities

You are at the center of our primary care practice and its most important member. We'll count on you to be an active participant in your care by doing the following:

- Be honest about your history, symptoms and other important information.
- Ask questions when you don't understand something.
- Set goals with and follow the care plan created by your team.
- Take medications as prescribed.
- Communicate any health changes or medication updates promptly.
- Inform your care team if you receive care from another provider so we can coordinate with them.
- Keep your scheduled appointments.
- Learn about your health insurance coverage and contact us if you have questions about benefits.
- Pay your portion of your bill promptly.

### Want to Know More?

If you have questions about Einstein Healthcare Network's new Patient Centered Medical Home model of primary care, just ask us.