

# Patient Centered Medical Home

*Your personal medical team at your service*



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# What is a Patient-Centered Medical Home or PCMH?

Like any other “home” the PCMH is intended to be a welcoming place where a team of professionals offer the care and service you need in a manner you prefer. The team is led by your primary care physician and the focus is keeping you at the center of care decisions.

## The PCMH offers you:

- A single point of contact. You can call the office number 24 hours a day and receive clinical advice and direction for your care.
- Coordination of your care across all settings (inpatient, outpatient, diagnostic testing, referrals to specialists, medication reconciliation and preventive screenings).
- Contact messaging and information through the Patient Portal and website.
- Access to self-help support tools, up-to-date educational materials and evidence-based care management.
- A commitment to continuous quality improvement.  
We welcome your suggestions on how we can better serve you and your family.
- Equal access regardless of insurance status.

## What we need from you...

- Complete information about care you are receiving outside this office.
- A list of all your current medications and the way in which you are taking them.
- A list of all supplements, over-the-counter medicine, vitamins and minerals you are using.
- Your medical history and your family’s medical history.
- Your preferences for communication and care coordination.
- Your personal health and wellness goals.
- Please give your primary care provider’s name to the other specialists you see (ER & hospital visits included). This will help us keep your health information up to date.

**Your own doctor  
responsible for providing for all of  
your health care needs  
or for arranging care with  
other qualified professionals**



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Visit **MVMG.com** for more information, to download forms, make a payment, or to log into the **Patient Portal**. With Patient Portal access, you can request test results, view your chart summary, or send non-urgent clinical questions to your health care clinician.

**Health Links**

[www.flu.gov](http://www.flu.gov)  
[www.elpasocountyhealth.org](http://www.elpasocountyhealth.org)  
[www.cdc.gov](http://www.cdc.gov)  
[www.familydoctor.org](http://www.familydoctor.org)

**Pediatric Links**

[www.yourpediatrician.com](http://www.yourpediatrician.com)  
[www.healthychildren.org](http://www.healthychildren.org)

**Nutrition Links**

[www.hsph.harvard.edu/nutritionsource](http://www.hsph.harvard.edu/nutritionsource)