

You now have **FREE** access to the **Community Health Team**

Nurse Case Manager

Help you determine and reach your goals to improve your health.

Support you in managing your chronic disease and medications.

Follow-up after a hospital stay, ED visit, or nursing home stay.

Mental Health/Substance Abuse Therapist

Provide support during stressful times.

Provide short term mental health and/or substance abuse counseling.

Help with referrals for longer term counseling.

Dietitian

Provide nutritional counseling.

Work with you on an individualized eating plan.

Provide diabetes education.

Social Worker

Assist you with insurance, financial, housing, food and transportation needs.

Offer connections and referrals to community agencies.

Help with long term planning and end of life care.

To Access Community Health Team Services

Just ask!

Tell your primary care provider, physician, or health care team members which Community Health Team service you would like.

How to get the care that you need:

You get better care from a physician and health care team that knows you well.

Call your Primary Care Practice

anytime to get answers to your questions, to schedule an appointment for an annual examination or to help you to manage your chronic disease.

If you are sick or injured, call your Primary Care Practice.

They have same day appointments available and a physician on-call when the office is closed.

Ask if your Primary Care Practice has a patient portal to schedule appointments, get test results or to email.

Only go to the Emergency Room when it is a true emergency.

We respect your privacy.

The Community Health Team will document their activities in your medical record and the Vermont Blueprint for Health information system. Your Primary Care Practice may use the Vermont Blueprint for Health information system to support your health care needs. The Vermont Blueprint for Health will use the data from their information system for the evaluation of the program. This information does not identify individual patients. No individual patient information will be released to the general public.

VERMONT
Blueprint for Health



Your Medical Home,



the Community Health Team,
and you!

FREE Services You Need

Available At Your Primary Care Practice

Your Primary Care Practice is participating in the **Vermont Blueprint for Health**, Vermont's health care reform to improve the health of Vermonters. As part of the Vermont Blueprint for Health, your Primary Care Practice has a **Community Health Team** available to you as part of your health care team.

VERMONT
Blueprint for Health

Facts

about the
Community Health Team

- ▶ Services are FREE.
- ▶ Community Health Team services are located on-site at your Primary Care Practice office.
- ▶ Your physician or any member of the health care team can refer you to the Community Health Team.
- ▶ You can refer yourself to the Community Health Team.
- ▶ The Community Health Team members are not employees of your Primary Care Practice but they work closely with your physician and health care team to keep you healthy.
- ▶ The Community Health Team is a part of the Patient Centered Medical Home.

Your Primary Care Practice is a **Patient Centered Medical Home**

Your Primary Care Practice has met the highest standard for primary care, NCCA recognition as a medical home.

Your physician, provider, nurse, medical assistant, receptionist and other staff work together as a health care team with you to improve your health and well-being.

Your Responsibilities

- Be an active participant in your health care.
- Tell your provider your complete medical history, any symptoms and concerns.
- Make a list of your questions and concerns before your appointment. Put the most important questions or concerns first.
- Bring a list of medications including prescription drugs, over the counter medicine, vitamins and herbal supplements or bring all of the above in their original containers to your visit.
- Tell your provider or nurse if you have seen any other provider or have been in the hospital or Emergency Room.
- Be informed about your chronic disease.
- If you do not understand, ask.
- Set goals that you can reach.
- Tell your provider or nurse what your goals are.
- Make sure you understand your provider's instructions and plan of care before you leave the practice.
- Let your provider or nurse know if you have trouble sticking to your plan of care.
- Bring a family member or friend if you need someone to help you ask questions or hear instructions.

Your Primary Care Practice's Responsibilities

- Treat you as a whole person and not just a diagnosis.
- Ensure a safe place for you to talk about private concerns.
- Provide you with high quality, evidence-based medical care.
- Explain your illness, chronic disease or health in words that you understand.
- Help you understand your medications and how to take them.
- Provide options for your care and treatment.
- Support you in making decisions and setting goals about your health.
- Respond to all of your questions or concerns.
- Provide education, tools and support to reach your goals.
- Coordinate your care both inside the practice and with other providers, hospitals or nursing homes.
- Inform you of the services offered in the practice and services in the community.
- Maintain a complete medical record of your visits, medications, consultations and hospital stays.