

Element 1.E

Medical Home
Responsibilities

PCMH 1: Enhance Access and Continuity (20 points)

The practice provides access to culturally and linguistically appropriate routine care and urgent team-based care that meets the needs of patients/families.

ELEMENT E: Medical Home Responsibilities (2 points)

The practice has a process and materials that it provides patients/ families on the role of the medical home, which include the following.	NOT DONE	BEGUN	DONE AND IN BINDER.	WORK PLAN
1. The practice is responsible for coordinating patient care across multiple settings			✓	
2. Instructions on obtaining care and clinical advice during office hours and when the office is closed			✓	
3. The practice functions most effectively as a medical home if patients/families provide a complete medical history and information about care obtained outside the practice			✓	
4. The care team gives the patient/family access to evidence-based care and self-management support			✓	

Written process for how materials are provided to patients and the materials should include all 4 of the above factors: Materials can be:

- Policies
- Patient brochure
- Written statement for the patient and family
- Link to online video
- Patient compact between clinician and patient that specifies the roles of the medical home and the patient/family

business card, brochures, web site shot.

see 1b

link to pdf of pt brochure

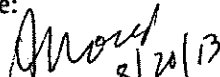
- 100% - The practice meets all 4 factors
- 75% - The practice meets 3 factors
- 50% - The practice meets 2 factors

- 25% - The practice meets 1 factor
- 0% - The practice meets no factors

Add: policies web shot

Dave

Avery Wood, MD practice

Policy # Policy Title: Medical Home Responsibilities	Developed by: Dana Noble, Project Manager for Bennington Blueprint	Approved by: Avery Wood, MD
Origin date: June 4, 2013 Revised date:		Signature: 

I. Purpose:

To provide information about the medical home including access and communication, the practice's responsibilities to the patient and the patient's responsibilities

To provide information about the Community Health Team so that patient understand the resources available to them

II. Scope:

Applies to all patients and their families or significant others

III. Responsibility:

Practice manager is responsible for having the information available in the practice and the practice's website.

All members of the practice team are responsible for answering patients' and family members' questions about the medical home or Community Health Team

IV. Policy

1. The practice will have a brochure (Medical Home and Community Health Team Brochure) that outline the responsibilities of the medical home, responsibilities of the patient and the role of the Community Health Team.

2. The Medical Home and Community Health Team Brochure will be distributed to each patient for the next twelve months ending on July 31, 2014 as it is new information that is important to patients. When the patient checks in, they will be given the brochure with other policies and sign that they have received the brochure and policies. It will be noted in the decision support section of the patient's electronic medical record that the patient has signed that they received the brochure. After twelve months, a report will be

run to determine what patients have not signed that they received the brochure. Those patients will be mailed the brochure with a notification sheet.

3. The Medical Home and Community Health Team Brochure will also be given to all new patients for the practice on an on-going basis. The patient will be asked to sign that they have received the brochure. It will be noted in the decision support section of the patient's electronic medical record that the patient has signed that they received the brochure.

4. The Medical Home and Community Health Team Brochure will also be available in the waiting room.

5. The practice's business card will have the practice's name, address, phone numbers, and hours of operations. It will be available in the waiting room.

6. The practice's name, address, phone numbers, and hours of operations will appear on the home page of the patient portal and the practice's website.

7. The hours of operations will also be on the telephone's message.

8. All members of the practice and Community Health Team will be prepared to talk with patients about access to and communication with the practice, services offered within the practice, referral processes, medical home responsibilities and patient responsibilities.

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.



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, NCOA 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.

*My business card
see reverse*

☪☪☪ Avery Wood, MD ☪☪☪

FAMILY MEDICINE

PO Box 726, 10 Bank Street
North Bennington, VT 05257

phone and fax: 888-421-6801

Office email: aw@averywoodmd.net

Office Hours:

Monday to Friday 7:30 a.m. to 2 p.m. and as needed

Walk-in time from 7:30 to 8:30 a.m.

Closed holidays and weekends

For secure email and on-line scheduling please go to
www.averywoodmd.net

Avery Wood MD - Family Medicine

Welcome

My Practice

Making an Appointment

Medical Information and Tools on the Internet

Community Resources

Frequently Asked Questions

Forms

Office Policies

Many questions about my practice are answered here.
Please read them before signing your new patient forms!

What Services Do You Provide?

I provide walk-in visits, same day appointments, and appointments scheduled in advance.

For urgent concerns, I am available to you by cell phone.

If for some reason I am unavailable, my web site and my office phone message and my cell phone will direct you to another doctor. A doctor will always be available.

For non-urgent matters you may contact me by email or leave a voice mail on the office phone.

If you are admitted to the hospital you will be cared for by a specialist, or by a Hospitalist (a doctor who specializes in caring for patients who are in the hospital).

Home visits may be available to patients who can not come my office.

I care for my patients who are admitted to local nursing homes.

I provide flu shots and the vaccinations that are supplied by the health department.

In the office I do pregnancy tests, rapid strep tests and urine analysis. Blood work, EKGs, X-rays, ultrasounds, CAT scans, MRIs and most other tests will be scheduled at the hospital in Bennington. I do not draw blood at the office.

Who works at your office?

When you come to my office you often only see me but there is a team here that supports me and you.

Stephanie Woodcock handles medical billing and insurance authorizations.

Laurie McBurnie provides administrative support.

Ned Wood thankfully maintains the computers, keeps the books and all manner of other things.

Randy Anselmo MD fills in when I am out of town.

Jess Bachiochi RN* gives support to patients with new or complicated problems.

Kip Walker LADC* provides psychotherapy on Wednesday afternoons.

Rachel Rodney RD* provides nutritional counseling

Diane Snyder * provides social work services

These providers form the Community Health Team at my office and are employed by the Vermont Blue Print for Health. Their services are free to my patients as part of my being certified as a Patient Centered Medical Home.

For more information please see [Your Medical Home, the Community Health Team and Your Community Health Team Policies Regarding the Exchange of Protected Health Information and Patient Centered Medical Home Resource Center](#)

What if I have an Emergency?

If you have what you feel is a medical emergency or urgent problem that needs to be cared for in the Emergency Room, then please go to the Emergency Room. Please call 911 if needed. We can take care of referrals later.

If you have an urgent concern that can't wait, then please call my cell phone (802) 379-5126. If I do not answer, the phone message will give you instructions. You will also find emergency contact information on my web site on the Welcome page.

If you do not get an answer to your call within 30 minutes, please try again. You may also try my home phone (802) 753-7288 or my family's cell phone (802) 733-8013.

Please remember, you are welcome to email me or leave messages after hours, but I may not get them until the office opens again.

How do I make an Appointment?

You may schedule an appointment through my online Patient Portal. Please see the instructions on the Making an Appointment page. If you are unable to find an appointment that works for you, please call or email me – there are always more appointments available.

If your need for an appointment is medically urgent, please call my cell phone. If you are unable to schedule through the Internet, then you may call and leave me a message, and I will set an appointment up for you.

How do I get a medicine refilled?

Medication refills are best done during an appointment. Please bring all your pill bottles to appointments, including over-the-counter medicines. Before you leave your visit, we need to make sure you have enough of all of your medicines to last at least until your next visit. The pharmacy will hold prescription refills until you need them. If you are running out of a medicine, it should mean that you are due for a visit and/or blood work.

If you do run out of a medicine before your next visit, I prefer that you email me a request for a refill. By email I can easily let you know if you need a visit or a test along with the refill. You also can leave me a voice message. When requesting a refill, please be sure to tell me the name of the medicine, the dose, how you take it, and your pharmacy. Please give me at least 2 business days to fill your prescription.

Please do not sign up for automatic refills at your pharmacy. This system is unreliable and wastes time tracking down unneeded prescriptions.

How do I get a referral to a specialist?

A referral to a specialist is also best done at the time of your visit. If a referral is needed between appointments, then I prefer that you send me an email. If you are already seeing the specialist and he or she has been helpful to you, I may be able to do the referral without a visit. If you are requesting a referral for a new problem, please come in for a visit.

Can I communicate with you by email?

I would like to communicate with you by email. I check my email periodically during the day and at the end of each day the office is open. On weekends and holidays, I may not receive your email as promptly. If you have a concern that needs to be addressed urgently, please call my cell phone.

Email is a great way to give me follow-up after a visit or to ask a question related to a visit. If you have a new concern or a complicated question, we should get together for a visit. I will let you know if you need you to come in.

What is your Patient Portal?

My Patient Portal is a secure website where you can log in to exchange email messages with me and received test results I have sent you. You can also schedule appointments and update your contact and insurance information. This system requires some extra work for you but provides greater privacy than unsecured email. This increased privacy is required of me by federal regulation.

You will receive a direct email when there is a new communication posted for you. Automated appointment reminders will also be sent to you by the portal. These emails will contain no medical information.

Each person has their own account with a unique user name and password. This means that to find your children's messages, you will need to log in with their log in information. Please let me know if you need assistance and thank you for keeping track of your family's log in information.

I cannot control how patients or health care providers choose to send information to me, however, email from me is sent with the security of SSL encryption to my secure portal. If you choose to download information from the portal, please do consider who may then have access to it once it is on your computer.

What if I don't have access to email or the internet?

If you do not have Internet access at home you have several options: You can use a smart phone. You can consider using a friend or a family member's computer. You can use the library's computer. If you are looking for an inexpensive computer, ask around. Many businesses get rid of computers as they upgrade.

If you can't or truly don't want to use the Internet, then you may reach me for all needs by mail or phone.

What happens if I miss an appointment?

Please cancel your appointment if you are not going to come in. Even if you let me know a short while before your visit, the time can often be used by another patient. Your appointment is for you. If you do not cancel, then the time can not be given to some one else. If you repeatedly miss appointments, I may ask you to agree to limit your visits to walk-in time or find another doctor.

How can I get a copy of my medical records?

I will provide a copy of your medical record on CD to any one that you request after you sign a release. Paper copies of records will be provided with a charge per page.

How do I get forms filled out by you?

Please bring any forms you need completed to your visit. Any form submitted outside of your visit time may take three business days to complete. I will charge \$10 for completion of a form outside of a visit if it requires more than a signature or if you need it in less than three business days.

Will You call in an antibiotic for me?

In general, I ask that you come to see me for consideration of antibiotic treatment of a new illness like sinusitis, a urinary tract infection, dental abscess, or skin infection.

Do you prescribe narcotics?

Narcotic medications are difficult to regulate and can be addictive. I avoid their use whenever possible. Patients who require narcotics for more than a month will be asked to sign a narcotic contract with me. A sample of this contract will be available under the Forms page of my website. No narcotics are kept at this office.

Do you have medications samples at the office?

No, I do not receive visits, gifts, or samples from pharmaceutical representatives.

How much privacy will you give my teenager?

Children over the age of thirteen have the right to privacy in their health care. Please expect your teen to spend part of their visit without their parent (or guardian). I encourage teens to share their concerns with their parents. I do not disclose information without a teen's permission unless he or she is in danger.

What privacy regulations do you follow?

Federal law regulates how medical information about you may be used and disclosed, and how you can get access to this information. Please review the [Notice of Privacy Practice for Protected Health Information and Community Health Team Policies Regarding the Exchange of Protected Health Information](#) for further information.

What are your policies about health insurance?

It is your responsibility to understand your insurance coverage. Please contact your insurance company for questions about your coverage and how fees are paid. **Please be sure that I am listed as your primary care physician with your insurer and please bring your insurance card with you to each visit.**

I will accept the following insurances from my established patients: MVP, Cigna, CDPHP, Catamount Health, VHAP, Dr. Dinosaur, Medicaid, and Medicare. Also the following BlueCross and Blueshield plans: BCBSVT, BlueCard (PPO), CBA Blue, New England Health Plan and New England Health Plan HMO and The Vermont Health Plan (TVHP).

If you have any other insurance, or no insurance, your payment is due at the time of your visit. I can give you a completed HICFA form that you can submit to request payment from your insurer. You will receive a 30% discount on full payments made at the time of service for any charges that will not be submitted to an insurance.

Please be aware that some services may not be covered by your insurance. You are responsible for your bill if your insurance does not cover your care, or if you lose your insurance.

Copays are due at the time of your visit. If I need to bill you for a copay, a \$15 billing fee may be added.

How do I pay my bill from you?

You may pay your copay or bill with cash or a check. If your account is over 45 days late in being paid there may be a \$15 late fee. If your account is over 90 days late in being paid, you will be sent a letter stating that you have 15 days to pay in full.

Please let me know if you are having trouble paying, so we can set up a payment plan or make other arrangements. If you have not paid in those 15 days and have not contacted me, I may be unable to continue as your doctor. I will remain available to you for emergencies for 30 more days so that you can make other arrangements.

What fees do you charge?

There may be a \$15 fee for bounced checks.

There may be a \$15 fee for copays not paid at the time of the visit.

There may be a \$15 fee for bills not paid after 45 days without contacting me.

Create a free website with