



The Patient-Centered Medical Home and You

To be part of a Patient-Centered Medical Home is to say that you, the patient, are the most important person in the health care system. You are an active member of the Good Samaritan team.

How can a Patient-Centered Medical Home help you?

1. Your team can answer your questions and help you better understand your healthcare and lifestyle needs, including behavioral healthcare and other support services.
2. If you need to get help from other doctors, your team can support you every step of the way, including helping you to find specialists and sharing important information about your care.
3. Your medical home has convenient office hours to help you get an appointment at a time that works for you and your family.

Hours: Monday	8:00 – 4:00
Tuesday	8:00 – 4:00
Wednesday	8:00 – 4:00
Thursday	4:00 – 8:00 (evening hours by appointment only)
Friday	8:00 – 4:00

4. Together, you and your team can work out a plan personalized health care just for you, one that meets your needs and helps keep track of your care and progress.
5. We offer ways for you to keep in touch with your healthcare team. You may do this by voicemail (call 678-289-6630 and the correct extension) or secure email: you may send email messages to contactus@goodsamgwinnett.org or by direct message through your Relay Health electronic medical record account.

What can you do to help?

1. Ask questions your health.
2. Share past successes and challenges you've had with your health.
3. Tell us about other healthcare professionals who care for you.
4. Tell us how you feel about the care you are getting from us.
5. Follow the health care plan we have worked out together. Make sure you understand the plan.

6. Set health goals you can reach. Once you begin to see results, we will discuss adding new goals.
7. If you are having trouble sticking with your care plan, tell us about it.
8. If you believe your care plan is not working, speak up. Tell us what is not working so together we can make changes if needed.

To get ready for your appointment, remember these things:

1. Make a list of your healthcare questions. Put the questions that are most important to you at the top of the list.
2. Make arrangements to bring an interpreter if one is needed.
3. Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.
4. Bring all of your medications in their original containers to your appointment. Be sure to include prescription, over-the-counter, natural, and herbal medications and vitamins.

During your appointment, remember these things:

1. Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
2. Be sure you know what you should do before you leave the office.
3. Use your own words to repeat back the things you've discussed with your team. This way, both you and your team will know the information is clear.
4. Ask your team about how to reach them after hours if you need to.

Remember, the Patient-Centered Medical Home can be a way for you to be informed about and involved in your health care decisions. The Patient-Centered Medical Home can bring you, your family, and your health care team together to help you make the best choices about your health.

Ways to contact your team:

Phone: 678-280-6630

Fax: 678-280-6635

Email us at contactus@goodsamgwinnett.org or through your Relay Health electronic medical record account.