



Using your
Patient-Centered Medical Home

Becoming informed and involved in your health



"Your Health... Our Passion"

www.logansportmemorial.org

What is a medical home?

A “medical home” is a medical office or clinic where a team of health professionals work together to provide a new, expanded type of care to patients. Having a medical home gives you the familiar and comfortable relationship that you have with your family doctor, but also includes a coordinated team of other professionals behind the care that you receive. This team uses modern communication techniques to provide the best possible care for you in our office.

YOU are the most important part of a patient-centered medical home. When you take an active role in your health and work closely with us, you can be sure that you’re getting the care that you need.

How will a medical home benefit me?

- We are available when you need us. You can communicate with us easily, efficiently, and get appointments quickly.
- We know you and your health history. We know about your personal or family situation and can suggest treatment options that make sense for you.
- We help you understand your health and how to take care of yourself. We explain your options and provide you with information to help you make decisions about your care.
- We help you coordinate your healthcare, even if we are not the ones providing it for you. We will help you find specialists, get appointments, and make sure others have the information they need to care for you.
- We use technology like electronic medical records and share these records securely among your providers to help prevent medical errors and make sure that we are always on the same page, with each other and with you.

Who is involved, and what do they do?

Meet the Team

The Medical Home Care Team may include a doctor, nurse practitioner, nurse, and a care coordinator, as well as other health professionals like a pharmacist or a physical therapist.

These team members want to help you get healthy, stay healthy, and get the care and services that are right for you.

Your family and caregivers are also part of the team, and **YOU** are the most important member!

Roles of Team Members

Physician or Nurse Practitioner

- Explain medical care and medications in a way that's easy to understand
- Listen to you and answer questions you have about your health
- Arrange for needed additional testing or evaluation
- Provide clear instructions related to your care and treatment

Nurses and Medical Assistants

- Gather basic health information (height, weight, vital signs) for visits
- Document details of health history and care
- Gather information for medication refills
- Coordinate delivery of test results to you

Receptionists / Records Staff

- Schedule your appointments
- Update demographic / contact and insurance information
- Maintain electronic health records

Care Coordinators and Health Educators

- Coordinate basic case management, including follow-up care
- Provide education and disease management coaching
- Communicate with specialist and off-site testing facilities
- Coordinate community referrals for needed services

What we need from you

Because you are part of your care team, we need you to participate in your healthcare! You have to help us so that we can help you.

Before your visit

- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.
- Make a list of other healthcare providers you have visited. Write down their names, addresses, phone numbers, and the reasons you have visited them.
- Bring all of your medicines, in their original containers, to your appointment. Be sure to include prescription, over-the-counter, natural, and herbal medicines. Include any vitamins that you take.
- Bring your insurance card or other insurance information with you to your appointment.
- If you wish, ask a family member or trusted friend to go to your appointment with you.

During your visit

- 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.
- Talk with your team about what health issue to work on first. Remember to ask about any immunizations that you may be due for, including vaccinations that may help prevent illness.
- Be sure that you know what you should do before you leave the office, including where to pick up any prescriptions that may be ordered.
- Use your own words to repeat back the things you've discussed with your team. This way, you know that the information is clear.

What you'll get from us



Using the patient-centered medical home model at Logansport Memorial Hospital enhances your access to comprehensive care that you can receive close to home.

Making us your first call for all of your care needs allows our physicians and care coordination staff to better manage your care, with you as part of that team.

Your care is coordinated and integrated across all elements of the complex healthcare system and through your community. Coordination of care through the medical home links care provided in the hospital with care provided from home health agencies, nursing homes, specialty clinics and to other family, public, and private community-based services.

Additionally, all providers who are part of our patient-centered medical home accept accountability for continuous quality improvement, using evidence-based medicine and clinical decision support tools. This ensures that you receive care that is of the highest possible quality and safety standards.

Participating Providers



For office hours, please visit the physician directory on our website: www.logansportmemorial.org

FAMILY MEDICINE

1201 Michigan Avenue, Suite 270
(574) 722-4921

3400 E. Market Street in Cass Plaza
(574) 722-9633

INTERNAL MEDICINE

1201 Michigan Avenue, Suite 170
(574) 722-4331

PEDIATRICS

1201 Michigan Avenue, Suite 330
(574) 753-4151

PERU MEDICAL CENTER

1694 W. Logansport Road, Peru
(765) 472-2812

After Hours Care

If your provider is closed and you need care or treatment after hours that is not an emergency, please visit the ExpressMed Clinic in Logansport.



ExpressMed Logansport
3400 E. Market Street in Cass Plaza
(574) 722-9633

For clinic hours, please visit our website: www.logansportmemorial.org



The provider-on-call will also be able to treat you, should you need care after hours.

To reach the provider on-call, contact the LMH Operator at (574) 753-7541.



Questions?

Contact the Director of Care Coordination.
(574) 753-1317



Making "your health our passion"

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