

# Welcome to Our Patient Centered Medical Home

## What is a "patient-centered medical home?"

A patient-centered medical home is a system of care in which a team of health professionals works together with you, the patient (and where appropriate, your family), to provide you with the best possible health care. Your primary care provider leads the care team which may include nurses, medical assistants, receptionists, specialists, or other health care professionals. Together, we work with you so that you get the care that you need.

## How does a patient-centered medical home benefit me?

In a medical home, your care team:

1. Strives to know you and your health history so we can suggest treatment options that are best suited for you.
2. Will focus on preventative care to keep you as healthy as possible.
3. Makes sure you understand your condition(s) and how to best take care of yourself. We help you understand your care options and involve you in decisions about your care.
4. Helps you coordinate your health care across multiple settings by making appointments and making sure that specialists have the information they need to care for you.
5. Uses technology to share information, eliminate duplicate testing, and keep all of your health records in one place.

## Your Care Team Will

### 1. Learn about you by

- Getting to know you and all aspects of your life which affect your health and wellbeing.
- Finding out about care you've received elsewhere so we can update our records with your help when you come in.
- Listening to your concerns and treating you as a full partner in your care.

### 2. Communicate with you by

- Clearly explaining your health situation and making sure you're aware of all the options for your care.
- Giving you time to ask questions and answering them in a way you understand.
- Helping you make the best decisions for your care.
- Asking you for feedback about your patient experience and how we can better serve your health care needs.
- Clearly identifying the roles of the various members of your health care team.

### 3. Provide Evidence-based Care and Self-management Support by

- Providing treatment and recommending preventative services using evidence-based guidelines.
- Helping you set care goals and meet these goals every step of the way.
- Giving you information about community support groups, services, and self-support resources to keep you healthy.
- Working with you to obtain the best whole person health, which includes mental and behavioral health.



## Contacting Your Team

### During Normal Office Hours:

Call your regular office (see below) Monday through Friday, 8:30 AM – 5:00 PM.

### After Normal Office Hours:

Outside normal office hours, you can still call the office for urgent matters and an on-call provider will return your call.

### *Grace Family Medicine*

- **Phone: (585) 235-2250**  
340 Arnett Boulevard  
Rochester, NY 14619

### *Joy Family Medicine*

- **Phone: (585) 697-0004**  
918 N Goodman Street  
Rochester, NY 14609

### For serious Emergencies:

Call 911 or go to the nearest Emergency Department.

### For Non-urgent Matters:

Use the Patient Portal to send messages electronically for medication refills, appointment requests, test results, referrals, and non-urgent clinical questions.

Access the **Patient Portal** at [www.hb-health.org/portal](http://www.hb-health.org/portal)

## Our Services

- Comprehensive primary medical care and counseling for the entire family, including:
- Infant and Children's care for Well Child visits, immunizations, school physicals, ADHD evaluation and treatment, and illness care up to and including inpatient care at Strong Memorial Hospital if needed.
- Adolescent care, including sports physicals, illness care, and help working through adolescent adjustment issues involving emotional distress, sexuality, and drug and substance abuse.
- Women's Health and Maternity care, including family planning, prenatal care, delivery at Highland or Unity Hospitals, and postpartum care.
- Full Adult and Geriatric medical care for both acute and chronic illnesses, including evaluation, counseling, treatment, and referral (if needed) for common emotional disorders.
- Care Management, Immunizations, Screening, and comprehensive Preventive services for all ages.
- Insurance coverage counseling and instruction about how to transfer your medical records if needed.

## What do we do?

We take care of every member of the family with patients ranging from newborns and children through adolescents and adults right up into seniors in their 90s. We help women through pregnancy, labor, and delivery and take care of them and their babies in the hospital. In addition, we recognize that everyone's life has a vital spiritual dimension that often becomes especially important during times when personal health and relationships are changing.

We take time to be thorough, listen carefully and sensitively, take your concerns seriously, develop plans together, and arrive prayerfully at a place of agreement about how to handle each situation.

As your primary care provider, we accept the responsibility for coordinating your care across medical specialists, hospitals, nursing facilities, and with a number of community resources.



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Health Services**

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[www.hb-health.org](http://www.hb-health.org)

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