

As your personal healthcare provider, my responsibilities are:

To explain your conditions, list treatment options, and work with you to help plan your care. I will provide your test results in an easy-to-understand way, and listen to your feelings and questions when making decisions to guide your care. Discussions about your treatment and records will remain confidential. Our office will provide you with a same day appointment whenever possible. Your healthcare team will give you clear directions about medicine and other treatments that will help you, and will also provide you with instructions on how to meet your health care needs when our office is closed, offering you 24-hour access to clinical advice. Your provider will help you find specialists, schedule tests and procedures, get appointments, and make sure specialists have all the information they need. I will end each visit by making sure you have a clear understanding of the instructions about expectations, treatment goals, and future plans for your care. I will also give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

Our providers

Susan Albert, M.D.

Doy Pachao, FNP-C

Leilani Jumawid, FNP-C

Leslie Walsh, FNP-C

As our patient, your responsibilities are:

To ask questions, share your feelings, and take an active part in your care. Be honest about your history, symptoms, and other important information, including any changes in your health and well-being. Always tell your medical home team if you get care from other health professionals so they can help coordinate the best care possible. Take all your medicine as prescribed in your care plan, and inform us if there is a problem with the medication you are taking. Make healthy decisions about your daily habits and lifestyle. Keep your scheduled appointments or reschedule in advance whenever possible. Call our office first with your health concerns, unless it is an actual emergency. Before leaving our office, make sure you are comfortable with, and have a clear understanding of your care plan: our expectations, treatment goals and future plans. Always talk openly with your care team about your experience getting care from the medical home so they can make care better.

THINGS TO REMEMBER

- **Adult Health and Diabetes/MNT Program:**
There will be a minimum fee requirement of \$20.00 per visit in the Adult Health and Diabetes/MNT Program.
- WCHD provides equal access for all patients, regardless of insurance status.

Date: 9/2015



Thank you for choosing

Wilkes County Health

Department

as your

Medical Home

Wilkes County Health

Department

306 College Street Wilkesboro,

NC 28697

336-651-7450

What is a Medical Home?

A medical home is a model of care consisting of a team approach to provide evidenced-based health care in a high-quality yet cost-effective manner. This type of care focuses on a continuous relationship with a personal health care provider you select.

Your chosen provider will take responsibility for coordinating your care through all stages of your life. This unique partnership between you and your health care provider means you always have active involvement in your own health care plans.

Our medical providers (MD, FNP) coordinate referrals to specialists when needed to meet your healthcare needs. Behavioral health services are provided through referrals to specialists and through a referral to a Behavioral Health Care Manager.

Uninsured patients are referred to the HealthCare Connection Program for assistance with access to a primary care provider. A social worker and nurse provide care management to assist patients with getting their healthcare needs met.

We will assist you with transfer of your medical records. For assistance, contact the Medical Records Department at 336-651-7663.

Hours of Operation:

Monday –Friday 8:30 -5:00

PLEASE NOTE:

Always inform us of any address, phone, or insurance changes.

Payment and/or copayments are due at each visit.

Partners for your Health:

- Let's work together to develop a plan of care
- Commit to and follow your plan of care
- Let us know if you are unable to take your medicine or follow through with your plan of care
- Inform us of any illnesses, hospitalizations, new medications and /or other health-related matters since your last visit
- Tell us about your needs and concerns
- Ask a member of your health care team for help if you don't fully understand something
- Prepare an Advance Care Directive and be certain we have it on file
- Understand that your lifestyle choices affect your personal health
- Give us feedback so we can improve our Services
- The care team provides access to evidence based care, patient/family education and self-management support

Our Goal:

Our goal is to be your partner in healthcare by serving as your medical home. We are committed to make available to you a personal medical provider (MD, FNP) who provides for all of your healthcare needs and coordinates your care across all settings, including the medical office, hospital, clinics, testing facilities, and other places where you receive healthcare.

Contact Us:

In a medical home, your care team is available when you need them. You can communicate with your care team during office hours by phone at 336-651-7450. The scheduling staff will help you get an appointment in a timely manner and same day appointments are available when needed. Should you need care after our office has closed, you may call our after hours service toll free at 1-877-514-4210. The nurse on call will assist you.

If you have a life threatening emergency, please call 911 for emergency assistance.

