

FAQ's about your Patient Centered Medical Home: PCMH improves the care our patients receive by offering enhanced access to care and increased Primary Care Manager continuity, and by promoting patient- and family-centered evidence-based health care.

Access to Care

We expect PCMH to deliver shorter waiting times for urgent needs and increased access to a member of your health care team. The medical home practice is responsive to patients' preferences regarding access, offering appointments when patients need one, and not when we happen to have an opening in the schedule.

PCM Continuity

We know that having our patients consistently see a Primary Care Manager or team member who knows them is essential for effective health care. It makes more sense to both patients and providers to establish a relationship, and our goal is to deliver greater PCM continuity.

Patient- and Family-Centered Care

PCMH allows providers and patients to take a more proactive approach to health care, with a stronger focus on prevention. The medical home can reduce the percentage of specialty referrals and result in a PCMH team providing the needed care in one visit. Patient Centered Medical Home allows for better coordination of care, improved communication among team members and beneficiaries, emphasis on preventive care and chronic care management, and empowered, active patient participation.

Realizing these goals is a primary focus for us at DiLorenzo TRICARE Health Clinic, and we are confident the PCMH model is good for our patients and providers. Please read through the information provided in this webpage, and talk to any member of your health care team if you have questions about PCMH.

As we continue through this phase of our life as a medical community — the medical home and the medical neighborhood — caring for our military families takes on new meaning while reinforcing our commitment to provide you world-class health care in a culture of excellence.

Frequently Asked Questions

What members are included in my PCMH medical team?

PCMH team members include a Primary Care Manager — a physician, physician assistant or nurse practitioner — as well as a nurse, medic, nursing assistant, medical assistant, medical support assistant (clerk), pharmacist, social worker, case manager, and nutritionist.

How does the medical home work?

- You will be notified of your team assignment and dedicated Primary Care Manager's name, as well as clinic hours, contact information and more.
- Your team will have appointments available to meet your needs. You can also reach your team by phone, and through secure e-mail (Relay Health) via the Internet.
- Your team will assist in coordinating specialty appointments. In PCMH, specialists are called medical home neighbors — your team will track results and keep you up to date.
- Your health information will be documented in an electronic medical record (computer) to ensure all team members and specialists have convenient access to your medical record.
- Your team will provide you with self-care health information, and will assist you with early recognition of potential health problems and prevention of chronic disease.

What is my role as a member of the team?

Partner with your team by taking an active role in your care.

- Talk with your health care team, ask questions and share your successes and the concerns in taking care of your health.
- Keep your team informed of all health care visits to specialists, dentists and emergency rooms, and let them know if you are admitted to the hospital.
- Let your team know how they are doing, in person or by completing surveys.
- Make sure you understand your plan of care. Remember, you are in charge of your health.
- Work with your team to maintain or meet your optimum level of wellness.
- Communicate with your team.
- Tell your team how you are doing.
- Tell them what medications you are taking.
- Speak up — tell your team what is not working well and what is causing problems.
- Make sure your contact information is up to date in our system.

How will the PCMH team help me prepare for my appointment?

- The team will make sure you are able to see your PCM or a member of the team at each visit.
- Providers will review your medical records prior to the visit and make sure test results and specialty reports are available during your visit.
- The team will coordinate care with specialists if needed.

- Your provider may offer education on wellness and health promotion and remind you of visits and age-appropriate wellness screenings.
- The team may be able to meet your needs over the phone or online through Relay Health instead of having you come into the clinic unnecessarily. We value your time.
- Your team is able to provide a list of your current medication and written education materials.
- Your providers may also remind you of military health care readiness requirements such as Exceptional Family Member Program enrollment and required physicals.

What should I do to prepare for my visit?

- Make a list of your health questions and bring it to your appointment. Ask a family member or friend to accompany you to the appointment if needed.
- Let your team know if you will need a language interpreter or require special accommodations during the visit.
- Make a list of other health care providers you've seen and bring it to your appointment. Include names, addresses, phone numbers, and the reasons you visited.
- Set up appointments with other team members such as a pharmacist, registered nurse, social worker or nutritionist. Remember, these experts are here to serve you.
- Take a list of all of your medicines to every appointment. Be sure to include prescription, over-the-counter, natural, and herbal medicines and vitamins. This list is especially important if you or your family members are being seen by any other health care provider outside of your clinic
- Bring military identification cards for yourself and children over 10 years old, as well as insurance cards or other insurance information with you to your appointment.
- During your appointment:
 - Write down your team members' names.
 - Write down questions you think of during the visit. Keep in mind that in addition to your PCM, a nurse or other team member may be able to answer some of your questions as well.
 - Ask providers about any health issues, and before you leave the clinic, make sure you know what you should do next.
 - If something isn't clear, ask for clarification before you leave. Our providers will be glad to make sure all instructions are clear.
 - Make sure you know how to reach your PCMH team after hours, just in case you need to.
 - Please make sure your team has your most up-to-date contact information.

Your team members are here to serve as partners in your health care and will keep you informed about and involved in your health care decisions.