

## **PATIENT CENTERED MEDICAL HOME**

At Health Plus+ Clinic our **MISSION** is to provide exceptional care and inspire our patients to be



Our providers are committed to deliver health care by meeting patients where they are, from the most simple, to the most complex conditions. At Health Plus+ Clinic, patients are treated with respect, dignity, and compassion, which enables them to develop strong and trusting relationships with our providers and staff. In addition, we strive to achieve primary care excellence so that care is received in the right place, at the right time, and in the manner that best suits our patients' needs.

**As your Medical Home, our goal is to accomplish the following functions:**

### **1. Comprehensive Care**

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As your primary care medical home, we will work to meet the large majority of each patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care. We will provide comprehensive care by linking ourselves to virtual teams that might include physicians, nurse practitioners, physician assistants, medical assistants, pharmacists, nutritionists, social workers, educators, therapists, home health & hospice providers, and care coordinators, and thereby linking our patients to providers and services in their communities.

### **2. Patient-Centered**

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As your primary care medical home, we will provide health care that is relationship-based with an orientation toward the whole person. We will partner with patients and their families understanding and respecting each patient's unique needs, culture, values, and preferences. We will actively support patients in learning to manage and organize their own care at the level the patient chooses. At Health Plus+ Clinic, patients and families are core members of the care team, and we will ensure that they are fully informed partners in establishing care plans.

### **3. Coordinated Care**

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As your primary care medical home, we will make all efforts to coordinate care across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and resources. This coordination is particularly critical during transitions between sites of care, such as discharges from the hospital. We will work at building clear and open communication among patients and families, the medical home, and members of the broader care team.

### **4. Accessible Services**

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As your primary care medical home, we will work to deliver accessible services with shorter waiting times for urgent needs, productive office visits, 24 hour telephone or electronic access to a member of the care team, and alternative methods of communication such as email through patient portal, and phone and virtual care appointments. We are committed to be responsive to patients' preferences regarding access.

### **5. Quality and Safety**

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As your primary care medical home, we will demonstrate a commitment to quality and quality improvement by ongoing engagement in activities such as using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and families, engaging in performance measurement and improvement, measuring and responding to patient experiences and patient satisfaction, and practicing population health management.

## As our patient, your commitment is to:

- 1) Provide us your medical history to the best of your knowledge and keep us up-to-date on your current health concerns.
- 2) Become a leader in your health care, by participating in your care plan, asking questions about the steps to take and the goals to achieve, adhering to the care plan in order to accomplish optimal results, and communicating with the providers when unable to follow the plan so that adjustments can be made in order for plan to be executed.
- 3) Communicate with our clinical staff and inform them of all medications and/or supplements you are currently taking that were prescribed by other providers, and by informing our clinical staff of any new medications, or changes in medications prescribed by other providers.
- 4) Authorize other providers and facilities, such as laboratories, imaging clinics, urgent care clinics to release records you may have from tests and/or visits at their facilities. That will allow our providers to stay informed and coordinate your care with those facilities and other specialists. This will also allow us to keep your medical record complete and up-to-date.
- 5) Inform hospitals at the time of ER visits or Hospital Admissions that one of our providers is your Primary Care Physician. This will ensure that ER documentation and Hospital Discharges will be faxed to us and our clinical staff will be able to follow-up with you after those visits to check on your recovery and to schedule a follow-up appointment for you, if necessary.
- 6) Follow our clinic's Financial Policy, by observing our 24 hour cancellation policy, arriving on time for your appointments, being willing to wait for your turn to be seen by the provider, or to reschedule your appointment in case you arrive more than 15 minutes late for your appointment, and promptly paying any portion of the charges assigned to you by your carrier as your responsibility.
- 7) Assist us in improving the quality of care we offer you, by providing feedback, comments and/or suggestions regarding our staff and our clinic's procedures.
- 8) Recognize that some conditions require one or more follow-up appointments to ensure they are under control, that providers may not be able to address multiple conditions in only one visit due to complexity of those conditions, and that prescriptions related to those conditions may require follow-up appointments to be refilled.
- 9) Understand that ALL controlled substances prescriptions require an office visit.
- 10) Treat our staff with respect, courtesy and willingness to listen to the information they provide for you, without hanging up the phone, raising your voice or being offensive when talking to them.

## OUR LOCATIONS

### Springville

376 East 400 South

Springville, 84663

Phone: (801) 491-WELL (9355)

Hours: 8:30 am to 5:00 pm

Monday – Friday

### Lehi

61 West 3200 North, Suite C

Lehi, 84043

Phone: (385) 352-0404

Hours: 8:30 am to 5:00 pm

Monday – Friday

**ON CALL PROVIDER AVAILABLE AFTER HOURS BY CALLING THE CLINIC'S MAIN NUMBER AND DIALING OPTION 1.**