Physician HealthCare Network

Patient-Centered Medical Home
All Roads Lead Home
Physician Healthcare Network is proud to have been the first to offer the Blue Water Area Urgent Care Walk-in clinics. We are now proud to be the Blue Water Area’s Patient Centered Medical Home Leader.

The relationship between the patient and the Primary Care Physician Healthcare Team for all preventative and chronic care services is a key principle of the PCMH. In this relationship the patient take accountability for their own health care through the PHCN comprehensive PCMH program. The program is designed to inform, engage, and empower the patient in the management of their own health.
• PHCN has educated all employees during our training sessions in January and February. Key principles were discussed regarding PCMH, including, working together to make sure the patient receives all the age/gender appropriate care. The right care in the right place.
Process

- Two ways of initiating the PCMH invitation
  - Patient sees Poster - Doctor and staff discussions
- Postcard filled out
- Sent to Administration
- Phone called made – discussion of packet
- Packet sent to PCMH to be explained further at next visit when agreement is signed or Packet mailed
- Follow up phone called made – to answer any further question
- Account flagged as a PCMH participant
- Patient will know to bring folder to all further appointments-specialist/lab/test
- Staff updates information in folder at each visit
PCMH Package Contents

- Folder
- Brochure – PCMH Instruction
- Brochure – Site
- Patient – Doctor Partnership Agreement
- Durable Power of Attorney
- Specific insurance information
- Health record booklet
All roads lead home

*PHCN patients are introduced to the PCMH model of care by their PCP’s. Patients interested in joining with the PCP in PCMH partnership complete a postcard requesting the PCMH packet.*
The postcard is sent to Administration Quality Department to contact the patient.

The patient is called relaying the detailed information provided to them in our free packet.
The patient is also informed of their role, rights and responsibilities in the management of their care.
Folder

• Patients encompasses medical file
• Prepares the patient EHR-transportable health record
• Insurance information-ex. Knowledge of their insurance
• Education material pertinent to their medical needs-ex. Diabetic - Borgiel
• Brochure – PCMH Instruction
• Brochure – Site
• Patient-Doctor Partnership Agreement
• Durable Power of Attorney
• Specific insurance information
• Health record booklet
A Physician Healthcare Network – Patient Centered Medical Home community offers our patients accessible quality care to be reflected in improved health and quality of life.