

Winston-Salem Pediatrics' Responsibilities as a Medical Home

- We will care for the patient across settings by providing health care, specialty and behavioral health care referrals. We will coordinate the patient care with the various specialties and the behavioral health specialists and inform you of pertinent information needed.
- We will provide a patient's medical summary (diagnosis, medications, and allergies) available on the patient portal. We will provide the patient with a visit care summary of their visit or are able to view it on the patient portal within 24 hours of the visit.
- We will contact patients 48 hours before appointments that are scheduled at Winston-Salem Pediatrics' to remind patients of their appointment.
- We will provide on our website and on our welcome sheet information regarding office hours and how to contact us to seek and receive advice during office hours and when the office is closed. We will update our phone messages as needed with information (contact numbers, procedures, inclement weather schedule changes, etc)
- We will provide patients with appropriate care management tools and specific educational information to monitor and manage their health care. We will provide care based on the evidence supported by the medical literature.
- We will listen to our patients' questions and concerns, make the management and treatment plan easy to understand, make sure to provide a good understanding of all medication prescribed, and their treatment plan and goals.

Patients' Responsibilities as a member of a Medical Home

Patients will be asked to:

- Call the physician first with medical problems, unless it is a medical emergency, avoid using the emergency room in non-emergency situations.
- Bring all discharge papers from the emergency room or urgent care visits to their next practice appointment.
- Volunteer information about any health care received from any outside medical facility so that we can arrange to obtain that information to update our records and coordinate the care with those providers.
- Keep all scheduled practice and specialty appointments.
- Provide an update of any changes in health status at each visit.
- Take all medications prescribed as directed by the physician, and provide information about all over the counter, herbal medications that are being taken.

Patients will be encouraged to:

- Ask questions concerning illnesses and take an active role in the health care process.
- Provide a personal email address for easy access and easy contact.
- Utilize online resources from the practice website and our "Patient Portal" to assist in self-manage of their medical problems.