

## *Your Patient-Centered Medical Home*

### **Welcome to Your Medical Home**

Babson and Associates Primary Care serving patients throughout Wyoming, across the western plains of Nebraska, and the Front Range of the Rocky Mountains for over 30 years. We offer comprehensive medical care for the entire family. Other services include occupational physicals including FAA medical exams and DOT medical exams.

Our belief is to provide patient-centered medical care which integrates the patient as an active participant in their health and well-being. The relationships we build with our patients evolve over the decades to provide optimal healthcare throughout a lifetime. Our staff is composed of dedicated healthcare professionals, chosen for their knowledge, willingness to help others, and ability to communicate with patients.

When it comes to health care you are seeking wellness, recovering from illness or managing a chronic condition. It is a cycle of staying well, getting well, and being well. If you are with one trusted medical provider for your entire healthcare needs, then you've found your Patient-Centered Medical Home.

### **A Medical Home – Relationship-focused**

Patient-Centered Medical Home is a personal model of health care where your primary provider leads the team of health care professionals that collectively take responsibility for your care.

### **The Medical Home Advantage and Benefits**

- Comprehensive care means your medical home helps you address any health issue at any given stage of your life
- Continuous care occurs over time and you can expect continuity in accurate, effective and timely communication from any member of your health care team.
- Proactive care ensures you and your provider will build a care plan to address your health care goals to keep you well, plus be available for you when you get sick.
- We offer same day access to meet your urgent care health care needs. We should be your first stop rather than Urgent Care or the Emergency Room. Did you know that we perform Sutures, IV fluids, on-site X-Ray for Acute Orthopedic and other accident healthcare needs?
- Accessible care allows you to initiate the interaction you need for any health issue with a physician or other team member through your desired method (office visit, phone call, or electronically) and you can expect elimination of barriers to the access of care and instructions on obtaining care during and after hours. Offering appointments from 7AM – 8PM Monday-Saturday. **Yes we are open even on Saturdays.**
- Our staff is available to speak with you regarding your health care needs and answer questions six days a week. Phone calls are returned by the end of the business day and after hours a physician is available to discuss urgent medical issues.
- We offer the convenience of on-site laboratory and x-ray. The nursing staff will call you with all test results. We also offer an online portal to assist in communication. Please ask for more information regarding the portal.

<https://www.babsonwy.com>

### **Who is your Medical Home team?**

Your team may include a Doctor, Nurse Practitioner, Registered Nurse, Licensed Practice Nurse, Medical Assistant, as well as in-house Diabetic Care Management by A Certified Diabetic Educator. Our staff is composed to work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal provider arranges for appropriate care with qualified specialists.

### **We want to learn about you**

- We want to get to know you, your family, your life situation, and preferences, and suggest treatments that make sense for you.
- We want to treat you as a full partner in your care
- We want to communicate effectively with you
- We want to make sure you know and understand all of your options for care
- We want to help you decide what care is best for you. Sometimes more care is not better care.
- We want to ask you for feedback about your care experience.

### **We want to support you in caring for yourself**

- We want to make sure you develop a clear idea of how to care for yourself.
- We want to help you set goals for your care and help you meet your goals one step at a time
- We want to give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy
- We want to encourage you to fully participate in recommended preventive screenings and services

**Here is what you can do: *Actively participate in your care!***

### **You are the most important member of the medical home team.**

- Understand that you are a full partner in your own health care
- Learn about your condition and what you can do to stay as healthy as possible
- As best you can, follow the care plan that you and your medical team have agreed to is important for your health

### **Communicate with your Medical Home team**

- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies you use.
- If you don't understand something your doctor or other member of your medical home team says, ask them to explain it in a different way
- If you get care from other health professionals, always tell your medical home team so they can help coordinate for the best care possible
- Talk openly with your care team about your experience in getting care from the medical home so they can keep making your care better.
- When scheduling appointments please let us know all issues you would like addressed so we can give your provider enough time to meet your health care needs. In some cases, we may need to schedule more than one appointment to properly address your needs.
- Please help us best utilize our extended hours by keeping your scheduled appointments or canceling in enough time that we can schedule someone else in that spot.