

Clinical Excellence

PCHC was nationally recognized by the National Council for Quality Assurance (NCQA) for excellence in patient services, use of best practices, and integration of health information technologies. As a Medical Home, PCHC always strives for clinical excellence by:

- putting our patients and their care *at the center*
- providing 24/7 access to health care services through extended hours, walk-in care, PCHC eHealth (our Patient Portal), and after-hours on-call providers
- using health information technologies, such as electronic medical and dental records
- organization-wide quality measurement
- care management for at-risk patients
- health coaches for patients with chronic conditions



About PCHC

Penobscot Community Health Care is a patient-centered medical and dental home, providing a full range of health care services for 65,000 of our friends and neighbors in Bangor, Brewer, Old Town, Winterport, Belfast, and Jackman.

Our mission is to provide comprehensive, integrated primary health care services *for all* to improve the health and wellbeing of our patients and the Maine communities we serve.

PCHC offers a wide variety of health care services from pediatrics to geriatrics, from mental health to dental care!

Learn more online: www.PCHC.com

PCHC complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex (including pregnancy and sex stereotyping), gender identity, sexual orientation, or any other characteristic protected by law. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

207.404.8000
www.PCHC.com

WHAT IS A MEDICAL HOME?



PCHC

**Penobscot Community
Health Care**

Centered on You
Care for the Whole Person
Coordinated and Integrated
Committed to Quality and Safety
Accessible to All

Your Medical Home

What is a Patient-Centered Medical Home?

A “medical home” is a medical practice where a team of health professionals work together to provide a new, expanded type of care to patients. A Medical Home is called a “home” because we’d like your Care Team to be the first place you go to for all your medical needs. Our team’s job is to make sure you get the health care that you need.

Who is part of a Medical Home?

Your PCHC Medical Home Care Team may include a provider, nurse, and health educator, as well as other health care professionals, like a pharmacist, physical therapist, mental health provider or medical assistant. Your family caregivers are also a part of the team, but the most important member of the team is you.

How does it work?

PCHC practices evidence-based medicine where decisions and policies are made based on proven practices. PCHC providers follow many evidence-based guidelines when making decisions about your health care. We also track information on various diseases and conditions to ensure you receive the highest quality of care and treatment.

Questions?

Call us at 207-404-8000

Medical Records: 207-404-8101

More info is online: www.PCHC.com



As a Medical Home, your Care Team...

→ Is Available 24/7

If you need them, you can communicate with your Medical Home Care Team by phone or email anytime. You can get an appointment quickly, even on the same day you call!

→ Knows your Health History

Your Care Team knows enough about your personal or family situation to suggest treatment options that make sense for you.

→ Helps You Coordinate Your Care

Your Medical Home Care Team will help you find specialists, get appointments, and make sure any health care professionals you work with have all the information they need. We will also make sure that we receive specialists’ notes so that we can better manage your care.

→ Reduces Health Care Costs

By coordinating your care and helping you avoid costly hospital visits, your Care Team helps you stay healthy and save money!

Your Care Team

Your Team Knows You

As a Medical Home, your care team at PCHC will get to know you, your family, your situation, and your preferences. We will remember these details about you each time that you seek care at PCHC and suggest treatment plans that make sense for you and your history. **We treat you as a partner in your health care plans.** We will make sure you know and understand all of your options for your health care and we will help you decide what care is best. Sometimes more care is not better care.

Your Team Supports You

After each appointment, your care team will make sure you leave with a clear idea of how to care for yourself. We help you set goals for your care, and then meet those goals, one step at a time. You will be provided with information about classes, support groups, or other services to help you learn more about your specific health needs and so you can stay healthy.

Your Team Listens to You

After each appointment, your care team will make sure you leave with a clear idea of how to care for yourself. We help you set goals for your care, and then meet those goals, one step at a time. You will be provided with information about classes, support groups, or other services to help you learn more about your specific health needs and so you can stay healthy.