

What can you expect?

In a medical home, you and your team will work together. As an active member of the team, you will have a chance to explain the things that are really important to you.

- ▶ Your team can answer questions and help you better understand your health care needs.
- ▶ If you need to get help from other doctors, your team can support you every step of the way.
- ▶ When you have concerns about your health, your medical home team will work with you to determine the best way to deal with them.

You and your team can work together on a plan that is:

- ▶ Personalized
- ▶ Coordinated with other healthcare providers

Working with your team will improve the quality of your health care and shorten the time it takes to get that care.



The way you *should* be treated.

During your appointment, use this handy checklist.

- ▶ Write down the names of your team members.
- ▶ Use a list of questions you've written down. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
- ▶ Talk with your team about what health issue to work on first.
- ▶ Ask your team about how to reach them after hours.
- ▶ Before you leave the office, be sure you know the things you need to work on before your next appointment.



The way you *should* be treated.

Silver Cross Hospital Campus
1890 Silver Cross Blvd.
New Lenox, Illinois 60451

Silver Cross Health Center Homer
12701 W. 143rd Street
Homer Glen, IL 6049

Silver Cross Professional Building
1051 Essington Rd.
Joliet, Illinois 60435

Silver Cross Medical Center
15505 127th Street
Lemont, IL

Silver Cross Medical Center
540 West North Street
Manhattan, IL 60442

Welcome to your Medical Home

A medical home is a team approach to providing total health care. Your medical home team includes your health care provider, our office staff, others who support you (like relatives and friends), and—most importantly—YOU.



The way you *should* be treated.

Patient-Centered Medical Home

You are the most important person on the health care team. Patient-Centered is a way of saying that you are the focus of your health care. Silver Cross Medical Group has achieved National Committee for Quality Assurance Level 3 2014

recognition status
for Patient-Centered
Medical Home.



Our goal is to be your partner in healthcare by serving as your medical home. We are committed to providing for all your healthcare needs. We will coordinate your care across all settings, including the medical office, hospital, clinics, testing facilities, and other places where you receive healthcare.



The way you *should* be treated.



Your Medical Home can:

- ▶ Help you manage your health care needs.
- ▶ Help answer your health questions
- ▶ Listen to your concerns
- ▶ Work with other medical experts if necessary
- ▶ Coordinate your care through additional services
- ▶ Encourage you to play an active part in your own health care.

We offer clinical advice during office hours by providing a patient navigator phone line. After-hours, you may call our answering service through our main phone line.

What can you do to help?

1. Be an active team player

- Talk with your team about your health questions.
- Share your past health care successes and challenges.
- Tell your team about other health care professionals who care for you.
- Tell your team how you feel about the care you are getting from them.
- Keep your team informed of changes in your medical history, hospital & ER visits, and updates from other providers.

2. Take care of your health

- Follow the health care plan you and your team have talked about.
- Make sure you understand how to follow the plan.
- Set goals you can reach.
- Once you begin to see results, you and your team can discuss adding new goals.

3. Talk openly with your team

- Tell your team if you are having trouble sticking with your care plan.
- Speak up if your care plan is not working.
- Tell your team what is not working so together we can make changes if needed.

