

**WELCOME TO**

**Your**

**PATIENT CENTERED  
MEDICAL HOME**

# A Medical Home is **all about you**

Caring about you is the most important job of your Sanitas Patient Centered Medical Home.



In this personal model of health care, your Sanitas primary care provider leads a team of health care professionals that collectively take responsibility for your care. They make sure you get the care you need in wellness and illness to heal your body, mind and spirit.

Your team may include a doctor, nurse practitioner, nurse, medical assistant, health educator, as well as other health professionals. These professionals work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your personal doctor arranges for appropriate care with qualified specialists.

Your Sanitas doctor and an extended team of health professionals build a relationship in which they know you, your family situation, your medical history and health issues.

In turn, you come to trust and rely on them for expert, evidence-based health care answers that are suited entirely to you or to your family.

Your Sanitas Medical Home Team provides you with the care you need, when you need it and customizes your care to meet your needs and expectations.

We help you set appropriate health goals and work with you to meet them. We spend enough time with you to ensure you understand what you need to do to successfully meet your goals and answer any questions you might have.

We help you understand all your options for care so you can decide what care is best for you. And we always treat you with the respect you deserve as a full partner in your healthcare.

# The many benefits of being in a Medical Home



**Comprehensive care** means we help you address any health issue at any given stage of your life.



**Coordination of care** occurs when we ensure that all services, inside and outside Sanitas including resources in your community, are delivered appropriately to you.



**Continuous care** occurs over time and you can expect accurate, effective and timely communication from any member of your health care team.



**Accessible care** allows you to initiate the interaction you need for any health issue with a doctor or other team member through your desired method (office visit, phone call, or electronically).



**Proactive care** ensures you and your doctor will build a care plan to address your health care goals to keep you well, plus be available when you get sick.



**Evidence based care** means that your health care team keeps up to date with the latest medical research and clinical practice guidelines, and will work with you to personalize your care to fit your preferences and goals.

# Type of services offered at your Sanitas Medical Home



We provide comprehensive, compassionate and continuous care for people of all ages.

- Same-day appointments
- Preventive care and physicals (health risk assessments, sports and school physicals)
- Chronic disease management (such as diabetes, heart disease, arthritis, asthma and more)
- Acute care for illness and injuries
- Well-child visits, screenings and vaccinations
- Well-woman exams
- Group visits and classes to help you lead a healthy lifestyle
- Referrals to vetted specialists
- Care coaches to help you with care coordination, navigation and follow-up on your care plan
- Close collaboration with mental health providers in your community
- 24x7 phone access to your care team
- Online access to your medical records through a secure patient portal where you can also schedule appointments, see your test results, refill your medications and send a message to your provider

# It's easy to get in touch with **your Medical Home Team**

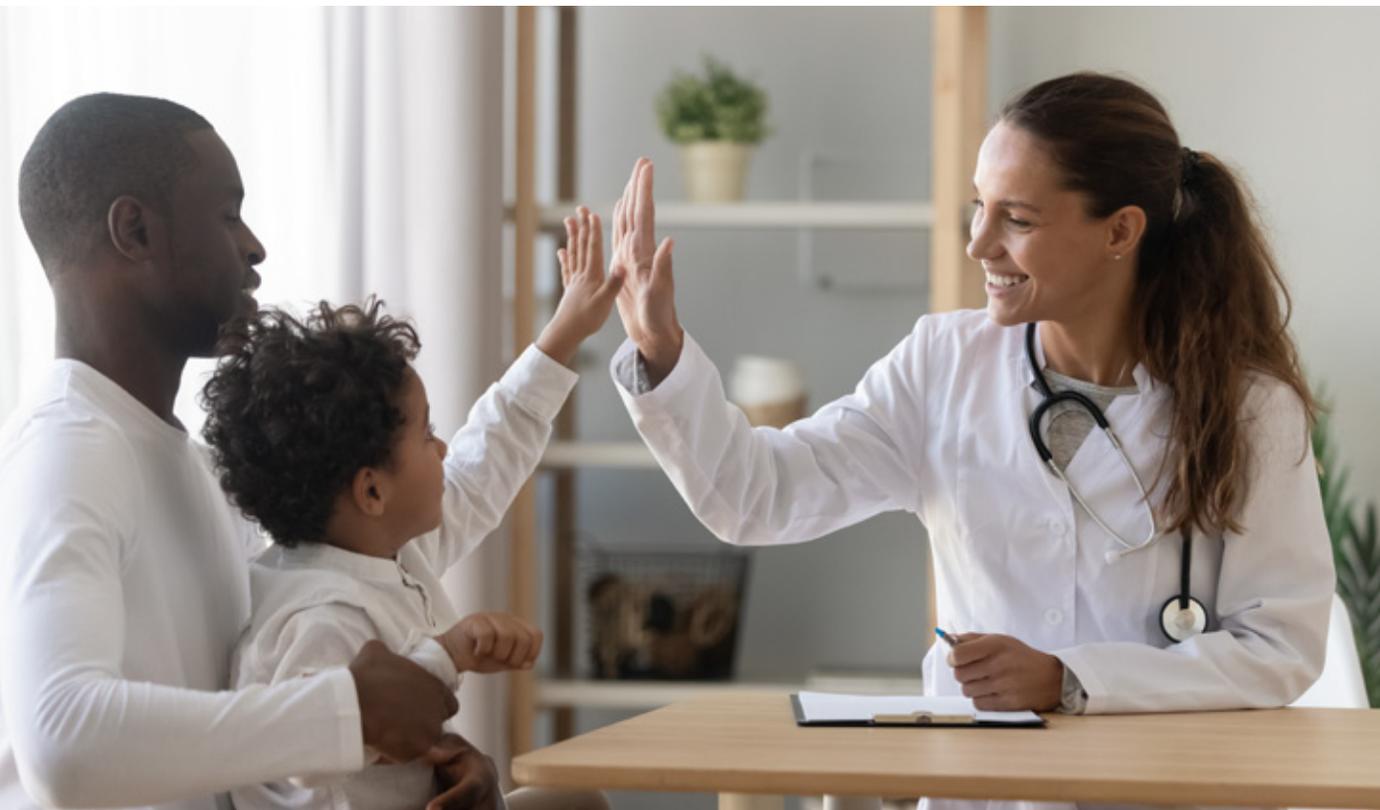
We offer convenient same-day and next-day appointments, after-hours phone access and extended hours—early mornings, evenings and weekends.

To make an appointment or to seek clinical advice, call 1-844-665-4827 or log in to the patient portal at [www.mysanitas.com](http://www.mysanitas.com).

You can get in touch with your care team by sending an e-message through the patient portal both during and after hours. You can also register on our website [www.mysanitas.com/chat](http://www.mysanitas.com/chat) and chat live with a doctor during business hours and on weekends or you can call our toll-free phone number to leave a message to your medical home team both during and after hours with one of our patient service agents.

If you have a medical emergency, please dial 9-1-1

We respond in a timely manner to your phone calls or electronic messages sent through the Patient Portal. For all non-urgent matters, general information and to make an appointment, please call us during normal business hours.



# You're part of our team!

## Here is what you can do to help



### 1 Be an active team player

- Talk with your team about your health questions. Share the successes and the challenges you've had with health care in the past.
- 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.

### 2 Take care of your health

- Follow the health care plan you and your team have worked out. 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

- If you are having trouble sticking with your care plan, tell your team about it.
- If you feel your care plan is not working, speak up. Tell your team what is not working so together you can make changes if needed.

# Get ready for your appointment.

## Use this handy checklist



- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.



- Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers and the reasons you visited them.



- Take all of your medicines, in their original containers, to your appointment. Be sure to include prescription, over-the-counter, natural, herbal medicines and vitamins.



- Take your insurance card or other insurance information to your appointment.



- If you wish, ask a family member or trusted friend to go to your appointment with you.

## Getting your medical records

We will need your consent to obtain your medical records from your previous primary care provider or from specialists you have seen in the past. Consent forms are available in your new patient package and online on our website at [www.mysanitas.com/resources](http://www.mysanitas.com/resources).

You can also call us during business hours if you need extra copies sent to you.



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**[mysanitas.com](https://mysanitas.com)**