

Dear Patient and Family,

For over a year Evans Medical Group has been making changes to improve how we care for your health care needs. We will continue to do so as we further our office into the Patient-Centered Medical Home that will fit the appropriate care you need and deserve.

The Patient Centered Medical Home (PCMH) is a quality healthcare standard that we strive to deliver to all of our patients in the following ways:

- Promoting a partnership between you, the physician, and our health care team.
- Providing accessible, coordinated, comprehensive, and continuous quality health care.
- Ensuring your entire preventative, acute, and chronic care needs are met.
- Placing an emphasis on efficient and timely service.

Your Evans Medical Group Primary Care Provider will:

- Provide medical care that is “right” for you.
- Direct the health care team (staff) to coordinate your care.

The Evans Medical Group Health Care Team to the best of their ability will:

- Plan for your appointment by reviewing your records and making sure that all required documents for the practice are in your chart.
- Confirm testing is complete, results are obtained, and you are notified of your results in a timely manner.
- Follow-up on referrals; making sure that appointments are made, that specialists have the appropriate amount of clerical and clinical information about you prior to your appointment, and that your physician receives the specialist’s recommendations by way of consults and/or test results.

If you are in the hospital the Evans Medical Group Health Care Team wants to be notified so that we may:

- Appropriately make sure the physician treating you in the hospital has any health information they may need that is part of the Evans Medical Group chart.
- Follow-up with you with understanding on how to you may call when you have questions regarding your treatments or medications after discharge.
- Follow-up return appointments available after your discharge.

In return, we ask that you:

- Are an active participant in your health care.
- Take charge of your health by assuming responsibility for all aspects of your care.
- Be prepared for your appointments by bringing a list of your medications and questions.
- Follow the “Care Plan” your team has developed for you, and let your care team know when you are unable to.
- Call Evans Medical Group for advice prior to going to the Emergency Room regarding **non-emergent** situations.
- Work with the health care team to learn how to self-manage your care.

The Evans Medical Group PCMH is committed to enhancing access to office appointments, clinical advice, lab results, test results, medical records and visit summaries by providing:

- Same day appointments for sick and routine care.
- Extended office hours for sick care.
- Extended office hours for routine and wellness visits.
- Patient portal access.
- Patient appointment availability same day and pre-scheduled visits when your primary care provider is not available or not in the office.

Sincerely,

Evans Medical Group