

# Hackley Community Care Center



## Patient Centered Medical Home

A *MEDICAL HOME* is called a “Home” because we’d like this to be the first place you think of for all your medical needs. Our goal is to make it easy and comfortable to get the care you need, in a way that works best for you.

### Our Commitment

We promise to deliver personalized care and:

- Provide the best treatment and advice based on current medical evidence
- Manage acute illness and chronic disease to help you stay healthy
- Provide timely access to care
- Offer a medical decision maker through our office 24 hours a day
- Use computers and other technology to improve your care
- Support you in your health care goals and desires
- Arrange your health care with other qualified specialists, as needed
- Explain diseases, treatments, medications and results in a way that is easy to understand
- Respect your privacy by keeping medical information and records private in compliance with state and federal law
- Make you feel comfortable and welcome!



### Your Role

As an active partner in your care, we ask you to:

- Provide all information about your health, medications and illnesses
- Tell us about services you receive elsewhere, such as flu vaccines and treatments by other providers
- Follow your treatment plan; if you are unable to let us know so we can suggest other options
- Work with us to make decisions and manage your health
- Describe your needs and concerns
- Learn about wellness and preventing disease
- Make healthy decisions about your daily habits and lifestyles
- Call us first with all medical problems, unless it is an emergency
- Keep your scheduled appointments or call in advance if you need to reschedule
- Give us feedback so we can improve our service

**JOIN OUR OFFICE AS YOUR  
MEDICAL HOME, AND PARTNER**