

WE ARE A PATIENT CENTERED MEDICAL HOME

What does this mean for you as the patient?

1. Comprehensive Care

FFHC is responsible for ensuring each patient's physical and mental health care needs are met. This includes prevention, acute and chronic care as well as coordinating care with anyone involved in your healthcare team. This team might include physicians, nurse practitioners, physician assistants, nurses, pharmacists, nutritionists, social workers, educators, and care coordinators.

2. Patient-Centered

As a primary care medical home we strive to provide relationship based care with orientation toward you as a whole person and your specific health goals. This includes partnering with patients and their families and respecting each patient's unique needs, culture, values, and preferences.

3. Coordinated Care

Coordination of care is critical during transitions between sites of care for example when you are discharged from a hospital or nursing facility. FFHC strives to coordinate care across all elements of the health care system, including specialty care, hospitals, home health care, and community services and supports. It is always ok to ask your care team to give us a call. We are happy to managing your care at local nursing homes including GrayBirch, Glenridge, Maine Veteran's Home and Augusta Rehabilitation Center. We also can manage your care when you are home on hospice services, if you so wish. You simply need to make your wishes known when you are admitted for these services.

4. Accessible Services

Access to healthcare services is crucial. As a medical home we provide same day access for urgent needs, longer in-office hours several days of the week, around the clock on call phone access and electronic access to our care team via the patient portal. To reach us after hours call our regular office number. You can leave a non urgent message which we will return the next business day. If you have a more urgent concern you will be prompted to push 1 and one of our staff will answer your call. Our on call staff carry the phone continuously so it may take us a few minutes to answer or get back to you if we are driving for example. If you do not hear back, please call again as we may not have been able to understand your message.

5. Quality and Safety

Family Focused Healthcare is committed to quality care and quality improvement. We are actively using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and their families. We participate in several performance improvement projects every year that are based on performance

measurement and improvement, measuring and responding to patient experiences, patient satisfaction and practicing population health management.