

Gifford Health Care Primary Care Practices have been awarded recognition by the National Committee for Quality Assurance **Patient-Centered Medical Home Program**

What is a Patient-Centered Medical Home?

A Patient-Centered Medical Home coordinates your medical care as a healthcare team – putting the focus of your health care on you, where it belongs! It is a partnership between the healthcare team and the patient. The Patient-Centered Medical Home team facilitates a partnership between individual patients, his or her primary care provider, and the patient's family. Medical care is facilitated by evidence-based guidelines through registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need. Patients are assured that medical care will be carried out in a culturally and linguistically appropriate manner.

What are the benefits that you can expect?

Team-Based Care:

Your primary care provider is the team leader. The team will be supported by the medical office staff and support staff to work with you to meet all of your medical needs. We will use information systems tools and medical registries to optimize your medical care.

Health Access and Communications:

For urgent care issues during working hours, your primary care team will see you on the very day that you have an urgent health care need. You will simply need to call the clinic in your area during working hours to schedule a same-day appointment. Many urgent care needs can be handled here in the office. You will then avoid having a prolonged and expensive visit to the emergency room. We also offer appointment times in our Randolph office on Saturdays. If you need healthcare guidance after normal business hours, you can call (802) 728-7000.



Patient-Centered Medical Home

Our Pledge to You:

We listen to your questions and concerns and clearly explain disease/diagnosis, treatment, and results of diagnostic tests.

The care team is responsible for coordinating your care whether with it is with us or if we are referring you to other resources in the community.

Provide clear instructions about your treatment goals and future plans for every visit.

We will provide behavioral health needs through annual depression screening, medical management, and referrals for counseling and psychiatric evaluation as needed.

What We Ask of You:

Ask questions and actively participate in your care.

Provide your complete medical history and other important information including any changes in your health and information about care outside the practice.

Sign a transfer of medical records form to have your previous medical records sent to us. Let us know if you see another provider so that we may keep a complete record of your care and so that we can help with any coordination you may need.

We provide equal access to all patients regardless of their source of payment or ability to pay. For information about financial assistance options, such as help obtaining insurance and sliding fee discounts, please call Health Connections, our Affordable Care Program, at (802) 728-2323.