

# PATIENT-CENTERED MEDICAL HOME

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WELCOME GUIDE





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## ABOUT PATIENT-CENTERED MEDICAL HOME

### What Is A Patient-Centered Medical Home?

A medical home or patient-centered medical home (PCMH) is a creative way to provide health care to patients. We use teams to give complete and whole-person care. Doctors and nurses and other staff at these clinics work to have close relationships with their patients. The goal for you and your team of providers, nurses, pharmacists, medical assistants and social workers is to help you stay healthy.

### You are the center of your health care team

- We want to know what is important to you
- We want to help you learn about your health
- Your care is planned, coordinated, and based on your needs
- You'll get your appointment when you need it
- You will make goals to improve your health and to stay healthy



### Making Family Care Easier

It should be easy to get care for you and your family. We want you to come to see your primary care provider or another provider on your care team or at your clinic for as much of your care as possible.

As your primary care providers, we are here for urgent care problems and same-day visits that are not “true emergencies.” This will help you to avoid long waiting times and big bills that come from going to an Urgent Care or Emergency Room.

Please call our main phone number during regular clinic hours if you need to get in to see a doctor immediately. We can help get you scheduled for a visit. If you feel it is a true emergency, please call 911.

### Why do we use the word “home?”

#### Because...

We want you to feel safe, welcome, and comfortable.

We want to be a place of trust and safety!

We want you to feel like a part of our medical team.

## **Most Patient-Centered Medical Home clinics at UNMH offer the following services:**

- Mental health counseling
- Community health workers
- Care management
- Health coaching
- Nurse visits and education
- Patient financial services
- Diabetes education
- Foot care clinics
- Help with quitting tobacco
- Social work / nurse case management services
- Blood drawing/laboratory services
- X-ray services
- Pharmacy services
- Coumadin (blood thinner medicine) services

## **Some clinics also have the following services:**

- Women's care
- Children's care
- Senior care
- Psychiatry services
- Physical therapy
- Behavioral health support groups
- Childbirth and new parent education
- Addiction support groups



# What Can I Do?

## What Can I Do To Make The Most Out Of My Medical Home?

### Before Your Visit

Get lab tests done or other procedures that your provider ordered

Write down a list of questions for your provider

Bring a list or the bottles of medicines you are taking. Bring vitamins and non-prescription pills too.

We will call to remind you of your visit

### During Your Visit

Ask questions. If you don't understand something, let us know.

Make a plan to help you improve your health

Ask about preventive health screenings

Bring a family member with you. A family member can help you to ask questions, make decisions, or remember information.

### After Your Visit

Follow your care plan

Take your medicines and get tests

Call us if you have any questions

Tell us about any changes in your health

Call us if you have been in the hospital or used health care services outside of UNM Hospital

Call Centralized Refill Line at 505-272-2341 before you run out of medications

Call your primary care clinic for urgent care problems to see if we can give you a same day visit

## Take Control of Your Health

Exercise and eat well

Talk to your health care team

Take your medicines

Know what places in your community you can go to for help

Set health goals

Share your goals and the state of your health with family and friends



# How We Can Help You

## What Is Care Coordination?

Care coordination means we help you arrange for health care that may happen outside of our clinic if you need it. We don't leave you on your own if you need care that we don't provide. Helping to arrange for all the care you need is an important part of a patient centered medical home. We can help you figure out where you need to go!

## Going to Other Doctors or Specialists?

We know that when you are sick and need to see other doctors, it can be hard to arrange this care on your own. The staff members at your patient-centered medical home (PCMH) clinic can:

- Help you understand options for appointments with specialty clinics
- Staff will follow up to verify you were able to attend your appointment
- Discuss treatment recommendations from specialist provider

## Going to the Hospital or the Emergency Room?

If you are sick and need to go to the emergency room or if you are admitted to the hospital, your primary care team will also still be involved in your care.

You may need to come in to your patient centered medical home clinic for a follow up visit with your provider.

When you get home from the hospital, someone from your patient centered medical home team will call you to see if you have any questions about your health. We will make sure that your primary care provider knows about any problems or concerns you may have about your recent hospital visit.

## Mental Health Care

Mental health care is an important part of our patient centered medical home primary care clinics. We have mental health care available in all of our primary care clinics. Your primary care provider will work together with you and your mental health care provider to come up with the best treatment plan for you.

If you are seeing any care providers, including mental health providers, outside of the UNM Health System, please let someone on your medical care team know. This helps us to give you better care.



## What if I am a new patient or I am seen outside of the UNM Health System?

We will help you transfer your medical records from another healthcare institution to our facility. Here are the steps.

1. You will need to fill out a Release of Information Form
2. Our clinic will fax the form to the outside clinic/doctor that you saw
3. That outside clinic/doctor will return your health information to our clinic
4. It will be reviewed by your Primary Care Provider here and then scanned into your UNMH Electronic Medical Record

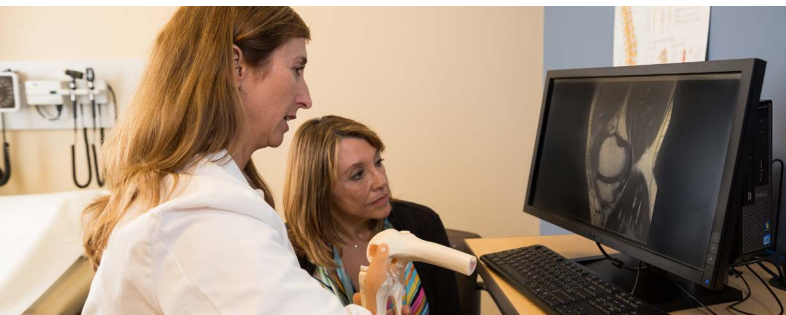
If there are services that you need but are not available at your patient centered medical home clinic, **your team can still help you** to get these resources. Please let us know.







# My Care Team



## Who Is My Care Team?

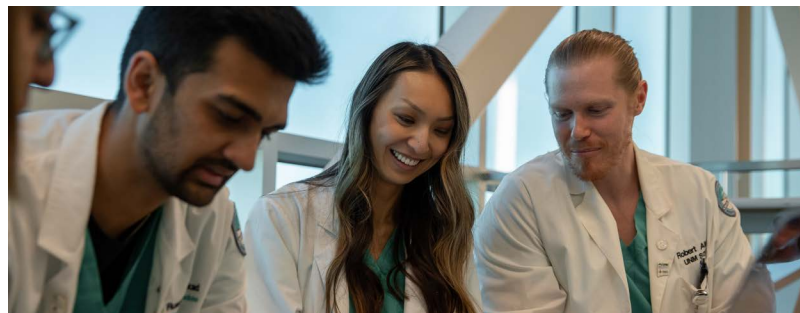
In the past, when you went to a clinic or a hospital, nurses and doctors were the main people who took care of you. Now there are many different kinds of people trained to help take care of your health.

That's why we use the word "provider" instead of "doctor." Here are the members of your care team at your medical home.

- **Primary Care Provider (PCP)** - a doctor or a nurse practitioner (NP or CNP) or physician's assistant (PA). All of these medical people can provide primary care.
  - **Attending Physician** - a doctor who has finished all training and practices medicine in a clinic or hospital
  - **Resident** - a medical doctor who has finished medical school and is getting additional training in a specific area
  - **Medical Student** - a student in medical school who is training to be a doctor, but is not one yet
  - **Nurse Practitioner** - a registered nurse who has received advanced training to care for patients independently
  - **Physician's Assistant (PA)** - a provider who has received advanced training to care for primary care patients while practicing under a doctor's supervision
- **Team Nurse** - a registered nurse who leads the medical assistants in how they will provide care for you and works with your provider to make sure your needs are met. They will also do some medical education for you to help you better understand your health.

# My Care Team

- **Medical Assistant** - a person trained to help the providers with clinical tasks and office duties
- **PCMH Coordinator** - a staff member who helps with many tasks related to the patient centered medical home. These often include following and calling patients about appointments, test tracking and other messages.
- **Psychiatrist** - a medical doctor who specializes in mental health and behavioral disorders. They prescribe medicines and also provide counseling
- **Psychologist** - a highly-trained, non-medical doctor who provides mental and behavioral health counseling services. They cannot usually prescribe medicines
- **Case Manager** - a nurse who helps to coordinate services, referrals and resources for patients who have many needs
- **Social Worker** - a person who is trained to deal with helping patients and families connect with services in the community
- **Specialty Provider** - a healthcare provider with a specific area of expertise. This specialty provider has additional education in this specific area of the body to better diagnose and treat your needs. UNMH specialty providers update your primary care provider with diagnoses, test results, and treatment suggestions so that everyone is on the same page for your care.



## How Can I Pay For My Health Care?

### Your patient centered medical home clinic cares for all patients:

- whether or not they have health insurance
- whether or not they can afford to pay at the time they are seen

We want to make it as easy as possible for you to take care of paying for your health care.

We have staff members ready to help patients apply for financial help and health insurance at many of the patient centered medical home clinics at UNMH. If no financial services staff members are at your clinic, we can help you make an appointment with someone at a different UNMH clinic.



### The main department numbers for UNMH Financial Services are:

- 505-272-2521
- Free at 1-877-465-2368.
- Services in multiple languages are available.

Some of the common insurance plans that are used by patients at the PCMH clinics are:

- Medicare
- Medicaid (Centennial Care)
- New Mexico Health Exchange program
- Private Insurance like Blue Cross Blue Shield, Humana, and AETNA
- Supplemental UNM Care

If you have **Presbyterian Health Insurance** – you will need to call the number on your insurance card to see if you can be seen at a UNMH clinic.

We also have patients who pay themselves or are uninsured

If you have medical costs that are not covered by insurance, you may also be able to make monthly payments on your bill to make it easier to pay.

## Need help paying your bill?

Please ask someone at your primary care provider's office to help in scheduling an appointment with Patient Financial Services (PFS) for help getting health insurance coverage or paying your bill.

## MyUNM Health: Your Patient Portal

### What is myUNM Health?

myUNM Health is a website that lets you see your Electronic Medical Record.

### What is an Electronic Medical Record?

Most health care providers keep your health information on protected computer systems. The information is called the Electronic Medical Record (or EMR).

The EMR helps providers keep track of all the details of your health care. It also helps the care team members know what other team members have done and said. A website where you can see your medical records is called a patient portal.

### Accessing Your Medical Record

The MyUNM Health patient portal allows you, the most important member of your health care team, access to the information in your medical record.

MyUNM Health gives you a way to:

- Get messages to your doctors and nurses
- Keep track of vaccine records
- Look at your lab results
- See your own list of medicines
- Print a copy of your medical record
- Find UNMH clinic phone numbers
- Use a tool called “Find A Doctor”
- Look at your information in a safe, private, easy-to-use way, anytime, anywhere

### Who can sign up for MyUNM Health?

- ✓ Any of our patients who are 14 years or older
- ✓ Parents/Guardians of children under 14 years of age
- ✓ Parents/Guardians of dependent adults

### Can I get to MyHealthUNM on my cell phone?

Yes! Depending on what type of phone you have, you might be able to get an app that makes it even easier.

### How do I get MyHealthUNM?

Just let one of your medical staff know you are interested during your visit. They will get you signed up today!



## HEALTH CARE TEAM AND GETTING CARE

### How Can I Be A Part of My Health Care Team and How Do I Get the Right Care When I Need It?

#### Use Your Primary Care Clinic as your Medical Home

Your Primary Care Clinic is your main healthcare provider and the team that you see for regular care. The clinic team helps you stay healthy by giving you care that can help you when you are sick AND keep you from getting sick.

Your Primary Care Provider can also help you set up care you may need outside the clinic with doctors who are specialists.

When you see your primary care provider regularly, you can get the supportive, lifelong care you need to stop illness and take control of your health.

At your primary care medical home, you get

- ✓ Regular check-ups
- ✓ Health screenings to prevent illness
- ✓ Vaccines
- ✓ Treatment for illnesses and health conditions
- ✓ Help with referrals to specialists, if needed

Many of our adult primary care clinics have a system called “enhanced triage.” Triage is the part of your visit where a medical assistant brings you into a room and checks for 3 main things we call your vital signs:

- Your blood pressure
- Your pulse
- Your heart rate

Triage can include checking other numbers that give us an idea about your health right now, in this moment.

Enhanced triage is when a medical assistant will spend 15-20 minutes to look at your chart with you.

- You can see any health screenings or tests you may need and get scheduled for those.
- The medical assistant can help you fill out any forms you need, so they can be ready for the provider.
- The medical assistant will
  - o get your vital signs and
  - o ask what you what top two things you would like to talk about with the provider

Many of the preventative care items or forms can be taken care of before you see your provider. This means they can focus on what you want to talk about.

## Take Part in Health Coaching

### What is Health Coaching?

Health Coaching is a program to help improve your health. It's a way to set a goal and make a clear plan to start on this goal. The plan can help you take control of your health.

What Can Health Coaching Do For You?

- Help you feel better and be healthier
- Remind you that you can change
- Put you in control of your health!

### How is Health Coaching Done?

One of our nurses may call you about it soon. On the phone call the nurse can help you decide what you want to change. Then you pick your goal. The nurse will also help you figure out how to fix the things that may keep you from reaching your goal.

- You decide what lifestyle changes you want to make.
- We help you make a plan that will work for you.

### Examples of Goals

- I am going to eat 3 pieces of fruit a day.
- I will exercise 3 times a week by walking for 20 minutes after dinner.
- I will check my blood sugar 2 times a day.

### Examples of Plans to Reach Those Goals

- I will buy enough fruit for a week.
- I will have my husband/wife/neighbor walk with me on Monday, Wednesday and Friday.
- I will buy the supplies I need to check my blood sugar.



## Take Charge of Your Health!

Remember, you are the most important member of your Medical Home team, so what you do to take care of your health really matters! Here are some ways we can help you take charge of your health:

### Ask Questions!

- We are here to help you understand your health.

### Ask Us About Available Resources!

We can connect you with resources related to:

- Transportation
- Finances
- Food
- Daycare
- Medical supplies
- Dental care
- Mental health care
- Addiction and/or pain services
- And more!

### Schedule a Goal Planning Visit with a Team Member

- We will help you figure out what you want to change about your health.
- You'll make a plan to reach your goals that's right for you!

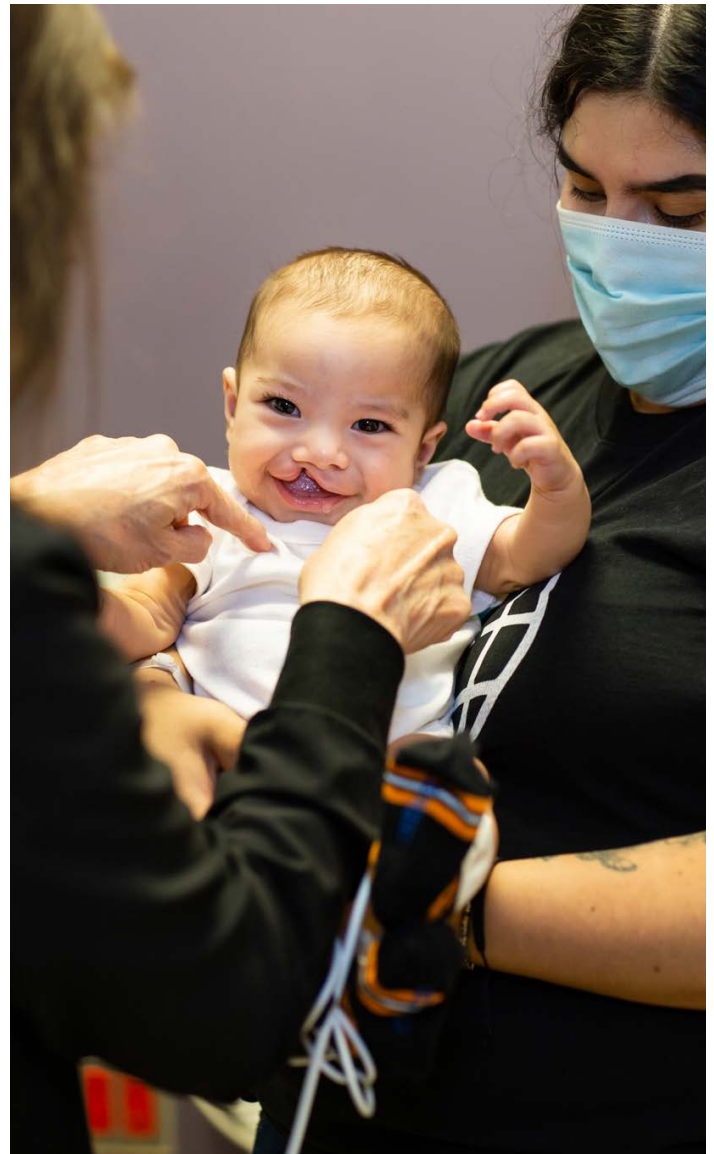
## Learn About Your Health Online

- Here are some easy-to-use websites
  - o [www.healthfinder.gov](http://www.healthfinder.gov)
  - o [www.health.gov](http://www.health.gov)
  - o [www.nihseniorhealth.gov](http://www.nihseniorhealth.gov)

## Help Make your Clinic Better for You and Others

Click on the link below to learn more!

<https://unmhealth.org/give/pfac.html>





# Questions to Ask

## Talk with Your Health Care Providers

Health information can be complicated and hard to understand. And sometimes there is a lot to remember. What can you do?

### Ask your provider:

- Can you say that again please?
- Can you please explain that word to me?
- Can you speak more slowly please?

## Repeat what you heard the provider say. Try this:

I want to make sure I understand.

This is what I heard you say:

- I have \_\_\_\_\_ .
- You would like me to \_\_\_\_\_ .
- I should do this because \_\_\_\_\_ .



# Primary Care

## Your Primary Care Adult and Pediatric Clinics for Routine and Same Day Care

These clinics are open Monday through Friday. Please call our appointment center at **(505) 272-4866** for an appointment.

### Atrisco Heritage Center for Family and Community Health

- 📍 10800 Dennis Chavez Blvd SW
- 📞 (505) 272-6009
- 📅 Mon-Fri 9:00–5:00 PM
- 📅 For students only: Mon-Fri 7:00–9:00 am

### Family Medicine Clinic: Tucker

- 📍 2400 Tucker Ave NE
- 📞 (505) 272-1734

### Northeast Heights Family Health

- 📍 7801 Academy NE
- 📞 (505) 272-2700

### North Valley Center for Family and Community Health

- 📍 3401 Fourth Street NW
- 📞 (505) 994-5300

### Senior Health Clinic/Lobocare

- 📍 1823 Camino De Salud NE Building 28
- 📞 (505) 272-1754

### Southwest Mesa Center for Family and Community Health

- 📍 301 Unser Blvd NW
- 📞 (505) 925-4126

### Southeast Heights Center for Family and Community Health

- 📍 8200 Central Ave SE
- 📞 (505) 272-5885

### Westside Family Health

- 📍 4808 McMahon Blvd. NW
- 📞 (505) 272-2900

### University Family Health: 1209 Clinic

- 📍 1209 University Blvd. NE
- 📞 (505) 272-4400

### Carrie Tingley Hospital: Pediatric Primary Care

- 📍 1127 University Blvd NE
- 📞 (505) 272-4511

### Pediatric Clinic: Primary Care

- 📍 2211 Lomas Blvd NE (University Hospital)
- 📞 (505) 272-2345
- 📅 Mon–Fri

### Eubank Pediatric Clinic

- 📍 2130 Eubank Blvd NE
- 📞 (505) 925-CARE (2273)
- 📅 Monday-Friday

### Young Children's Health Center

- 📍 306 San Pablo SE
- 📞 (505) 272-9242 Mon–Thu 8:00–7:00 PM
- \*closed the first Thursday morning of the month
- 📅 Fri 8:00–5:00 PM
- 📅 Sat 9:00–2:00 PM



## Specialty Clinics at UNMH

Your primary care provider may refer you to a healthcare provider with a specific area of expertise. Areas of expertise can include cardiology, dermatology, nephrology, and many others. Specialty providers have additional education in specific areas of the body to better diagnose and treat your needs.

UNMH specialty providers update your primary care provider with diagnoses, test results, and treatment suggestions so that everyone is on the same page for your care. We have a wide variety of more than 150 specialties and sub-specialties to meet your healthcare needs. If you feel specialty care might help you, talk to your primary care provider. Most specialties require a referral, a note from your provider advising you to have this care.

## Specialties We Offer

- Allergy and Immunology
- Audiology
- Bariatric Surgery
- Behavioral Health
- Blood Disorders
- Cosmetic and Reconstructive Surgery
- Dentistry
- Dermatology
- Development and Disability
- Diabetes, Nutrition and Endocrinology
- Digestive Health
- Ear, Nose and Throat
- Eye Care
- Family Planning and Reproductive Health
- Heart and Vascular
- HIV/AIDS
- Infectious Disease, OPAT
- Infusion Care
- Integrative Medicine
- Kidney Care, Transplant
- Neuropsychology
- Neurology and Neurosurgery
- Orthopedics
- Pain Management
- Palliative Care
- Pulmonology and Respiratory Care
- Rehabilitation
- Rheumatology
- Sleep Medicine
- Urology
- Vein Care and Treatment



# Feeling Sick?

## What To Do If You Or Your Child Are Sick

### If you have any of these symptoms:

- Fever or body aches
- Earache
- Cold or flu
- Sore throat or cough
- Vomiting or runny poop (diarrhea)
- Nausea or feeling ill
- Mild stomach pains
- Mild injuries or cuts
- Rashes without fever
- Pain or burning when you pee

### You Can:

#### Call your Primary Care Clinic

Your Primary Care Provider (PCP) is the right person to see first for most health problems. We might be able to see you or your child the same day or next day. If your problem is serious, your PCP may ask you to go to Urgent Care.

### OR

#### Go to an Urgent Care Clinic

The Urgent Care clinic is for times when you or your child need care right away but it is not an emergency. Most Urgent Care clinics are open evenings and weekends. An Urgent Care center might be closer and can take less time than a trip to the hospital Emergency Room (ER).

### OR

#### Call the Nurse Advice Line 1-877-925-6877

Call anytime day or night and get advice from a nurse. The nurse can help you decide if you or your child need to see your Primary Care Provider or if you should go to Urgent Care or the Emergency Room

## Urgent Care

### Adult Urgent Care

📍 2211 Lomas Blvd NE, 1st Floor

📞 (505) 272-9646

📅 Monday-Friday, 7AM - 8PM

📅 Saturday-Sunday, 7AM - 6PM

No appointment needed. Walk-In Only.

### Pediatric Urgent Care

📍 2211 Lomas Blvd NE, 3rd Floor

📞 (505) 272-2345

📅 Monday-Friday, 8AM - 7PM

📅 Saturday, 9AM - 2PM

No appointment needed. Walk-In Only.

### Urgent Care may be right for you or your child if you:

- Need medical care right away, but your regular clinic is closed
- Can't get an appointment when you need it that day
- Have a health problem that is not life-or-death, but needs to be treated right away

## When to Go to Urgent Care

Your primary care provider's office may have same day visits available. If not, you can come to our Urgent Care Clinic. Come only if your problem is not a life-or-death emergency.

Here are some of the problems we treat in Urgent Care:

- Colds and flu, pink eye, sore throats and coughs, ear pain, and tooth pain
- Insect bites, rashes, hay fever, and minor asthma attacks
- Minor cuts and burns, back pain, and sprains
- Sick stomach
- Pain or trouble peeing
- Ingrown toenails
- Some STDs (sexually transmitted diseases)

## When Not to Use Urgent Care

Urgent care is for treating minor problems that can't wait. Please see your regular health care provider for:

- Long-term illnesses
- Mental health problems
- Regular check-ups and tests
- Shots

## Questions and Answers about Urgent Care:

### Where are we located?

#### Adult Urgent Care:

- 📍 In the main UNM Hospital building, 2211 Lomas Blvd NE, First Floor
- 📞 (505) 272-9646

#### Pediatric Urgent Care:

- 📍 In the main UNM Hospital building, 2211 Lomas Blvd NE, Third Floor
- 📞 (505) 272-2345

### Do I need an appointment?

We are a walk-in only clinic.

### How long will I have to wait?

It depends on how many patients are there, and how sick the other patients are.

### How do I find the Pediatric Urgent Care?

- The Pediatric Urgent Care Clinic is part of the main Pediatric Clinic. It is in the main hospital on the 3rd floor.
- From the parking structure, go into the building. Walk past the coffee shop and eating area and up the ramp.
- Take the first set of elevators on your right after the ramp. Go to the 3rd floor.
- When you get off the elevators, go right. Walk down the long hallway.
- The Pediatric Clinic is at the end of the hallway by the glass walls and the sign that says "Children's Health Services."



## Emergency Room

If You or Your Child Have Any Of These, Call 911 Or Go To The ER:

- Chest pain
- Very bad injury
- Possible broken bones
- Bleeding that won't stop
- A really hard time breathing
- Stroke symptoms:
  - o a really bad headache that comes on suddenly - "Worst headache of my life"
  - o confusion
  - o numbness and tingling in part of your body
  - o not able to use a part of your body
  - o not able to speak, smile or move your face
- If your child is hard to wake up

## Adult and Pediatric Emergency Departments at The University of New Mexico Hospital

2211 Lomas Blvd NE,  
Albuquerque, NM, 87106

(505) 272-2411

Open 24 hours a day, 7 days  
a week for emergencies

## Call the Nurse Advice Line:

Call anytime day or night and get advice from a nurse. The nurse can help you decide if you need to see your Primary Care Provider or if you should go to Urgent Care or the Emergency Room

- ☎ 1-877-925-6877 (Toll Free)
- Are you or a loved one sick or hurt?
- Do you wonder if you need medical help?

Call us! You can talk with a registered nurse and get can get advice on what to do about your symptoms!

The Nurse Advice Line staff will send the information to your provider or clinic!

Call 24 hours a day,  
365 days a year!



## Your Rights as a Patient

### Here Are the Things WE Have to Do:

- Treat you with dignity and respect.
- Keep you safe and protect you from harm.
- Make sure that discussion, consultation, and exams will be done as privately as possible. We will try to make sure only people directly involved with your care are within hearing or sight. Our goal is to give you the most reasonable privacy possible.
- Ask if you are in pain. If you are, we will talk about treatment options.
- Keep your body still if needed for care or safety.
- Make sure you are able to see your medical record, and get copies at no cost. You can get your record either on paper at our Medical Records office or on the internet in your patient portal account.
- Keep your medical record and health information private. We would only share any information if we had to by law.
- Make sure your medical record follows you where you go for care.

### You Have Rights Related to Your Care:

- To get the health care you need whether or not you can pay.
- To know the name(s) of the health care provider(s) mainly responsible for your care, treatment, or services
- To wear religious and symbolic items as long as they do not get in the way of your care.
- To be offered a trained interpreter if your preferred language is not English.
- To be offered appropriate resources if you have vision, speech, hearing, or cognitive needs.
- To have your legal medical decision maker present during tests and procedures, if it is safe.
- To know about our policy on informed consent.
- To ask us to tell a person of your choice when you are admitted to the hospital.

## We Do Not Discriminate

- University of New Mexico Hospitals (UNMH) follows federal and state civil rights laws. We do not discriminate on the basis of race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, color, national origin, age, sex, sexual orientation, gender identity and expression, or marriage status

### You Have the Right to this Information:

- You have the right to know who is on your health care team.
- You have the right to know of your health problems and diagnosis.
- You have the right to know your treatment choices, including the risks, benefits, and results you may expect.
- You have the right to ask questions.
- You have the right to a second opinion.
- You have the right to learn about additional care you may need
- You have the right to know why we move you to a new doctor at a different hospital. You also have the right to know what care you can expect there.
- You may ask for an explanation of your bill and our services.
- To ask for a copy of the Patient Rights and Responsibilities.

### You Have the Right to Decide on these Things:

- Say who can visit you in the hospital, based on hospital and unit policy.
- Make decisions about your care, treatment and services, together with your health care team.
- Refuse care, treatment, and services, according to state and federal laws and regulations.
- Say who may make medical decisions about your care, when you are unable to speak for yourself.
- Sign an "Advance Directive." This form helps you say what you would want if you ever became too sick to make choices for yourself.
- Decide whether or not to be a part of research studies or clinical trials.

## You Have the Right to Question What We Do and to Make a Complaint or File a Grievance:

- Make a complaint or file a grievance if you think we have done something wrong or unfair or are concerned about your care.
- Talk to the nurse in charge, the department leadership, or your doctor.
- Call the Patient Advocate at 505-272-2121.

- Call the UNMH Ethics Committee at 505-272-6663.
- Call the NM Department of Health (NMDOH) at 1-800-752-8649
- You may also write to the:

#### NMDOH

Division of Health Improvement  
P.O. Box 26110,  
Santa Fe, NM 87502-6110

- Call The Joint Commission (TJC) at 1-800-994-6610.
- You may also write to TJC:

#### Office of Quality and Patient Safety The Joint Commission

One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

- For UNM Medical Group Clinics Call:  
**Accreditation Association for Ambulatory Health Care (AAAHC)** at 1-847-853-6060 or submit a complaint online to [complaints@aaaahc.org](mailto:complaints@aaaahc.org).

## Your Responsibilities as a Patient

### Here Are the Things YOU Need to Do:

- Give correct and complete information about your health to your health care team.
- Tell your doctor about any changes in your health.
- You and your health care team have talked about what you need to do to get better. We call this your care plan. Follow the plan, and if you think you cannot, tell your team why.
- Cancel appointments that you can't keep.
- Make sure your medical bills are paid.
- Tell us your thoughts and concerns.
- Treat other patients, hospital staff and property with respect.

THANK  
YOU

