



POLICIES AND PROCEDURES

Medical Home Orientation and Education

Related NCQA PCMH Requirement: TC 9

DATE OF IMPLEMENTATION: June 1, 2019

DATE OF REVISION:

POLICY:

The practice will educate patients on the Patient Centered Medical Home model of care

PROCEDURE:

The practice will provide patients with “welcome to your medical home” brochures and educational materials. These materials will be located in the waiting area as well as on the practice’s website.

Patient education goals

1. Understand the responsibilities of the Patient Centered Medical home to patients and families
2. Understand the responsibilities of patients and families as partners in care
3. Empower patients and families to engage in their own health care and the care of loved ones
4. Establish the highly accessible medical home as patients’ first choice for comprehensive, personalized, safe and evidence-based care at all times

Staff will specifically direct patient’s attention to the Patient Centered Medical Home materials and be available to answer questions and address patients’ concerns

New patient orientation process

1. All new patients will be provided Medical Home Welcome Flyer. See attached doc.

Medical Home materials will also be displayed in the waiting area as well as, the practice’s website.

www.healthychildrenfl.com

Monitoring and Revisions

1. All PCMH education materials will be reviewed and updated to reflect changes in practice operations every 12 months at a minimum, and immediately following:
 - a. Departure/addition of providers listed in patient handouts
 - b. Changes in hours of operations
 - c. Changes in phone numbers, website or physical address
 - d. Material protocol changes per management decision
 - e. External regulatory changes affecting practice operations