

Mr. Mendoza's Story



Last weekend Mr. Mendoza fainted at work and his coworkers rushed him to the emergency room (ER). The doctor there ran some tests and found out he has diabetes.

Now, Mr. Mendoza needs to get care for his diabetes. He will go to the local health center, which is now a **Patient Centered Health Home**. Mr. Mendoza will have a **health care team** that will work with him to manage his diabetes and guide him on a path to a healthy life.

Keep reading to learn what Mr. Mendoza has to do before, during, and after his visit to his health home.

Patient Centered Health Home

New things are happening in health care!

Many health centers and doctor's offices are trying to make health care better by becoming **Patient Centered Health Homes**, also called Patient Centered Medical Homes.

But what does a Patient Centered Health Home mean for you?

In a health home, you have a team of people who work together, and with you, to make sure you get the best health care possible.

MR. MENDOZA'S HEALTH CARE TEAM



Mr. Mendoza is the key to meeting his healthcare goals. He will be able to take control of his health.



The doctor will treat Mr. Mendoza's health problems and will lead his health care.



The interpreter will share health information in his language and help him communicate with his health care team.



His wife Cynthia will support and help him manage his diabetes at home.



The patient navigator will help him with his appointments and referrals and to answer any questions he may have.



The diabetes educator will teach him how to take care of himself and control his diabetes.

Look for these symbols for important information to improve your health.



Things you can do to take charge of your health.



Key words you need to know about a Patient Centered Health Home.

Before your visit to the health center

What to expect in a health home

- Your doctor works with specialists, labs, pharmacists, and others to make sure you get the care you need.
- You can make appointments easily by calling, texting, or using the patient portal.
- There are more appointment times including nights and weekends.
- You can usually get an appointment in 2 days or less.



Key words

- ★ A **Patient Portal** is a website on the computer for patients. It is like a patient record or file with information about your health visits, medicines, and lab results. On it, you can also make appointments and send messages to your health care team. You can see all your information by using a password that only you know. Remember, you will need a computer and internet service to get into your patient portal.



Mr. Mendoza is now ready to make an appointment with his health home. Now that the health center is a health home, he has the option of using a **patient portal** on the computer. This can save him time and lets him pick an appointment that works for him. He can still make an appointment over the phone, or in person, as he has always done in the past.

He decides to use the computer to make his appointment in the patient portal. He sees that he has many choices for an appointment and is able to make one for the next day right after work.



THINGS TO DO

- Write down your symptoms and questions for your doctor.
- Take all your medicines to the appointment.
- Ask a family member or friend to go with you so they can help you remember important information and to support you.

During your visit to the health center



The next day after work, Mr. Mendoza arrives for his appointment. The interpreter is there to help him talk about how he has been feeling and to make sure he understands what the doctor tells him.

The doctor sees in Mr. Mendoza's **electronic health record** that some tests were already done in the ER, so he will not have to do those again. He talks to Mr. Mendoza about which medicine will help him with his diabetes. The doctor sends the prescription to the pharmacy by computer (called an **e-prescription**). This keeps Mr. Mendoza from having to go to the pharmacy and drop off his prescription.

The doctor tells Mr. Mendoza and his wife that they should go to a free diabetes education class where people learn how to manage their diabetes and how to cook healthy foods. The patient navigator contacts the diabetes educator and registers Mr. Mendoza and his wife for the class next week.

What to expect in a health home

- You are assigned one doctor to be in charge of your care.
- You won't have to repeat tests if they are not needed.
- Bilingual staff and interpreters are available.
- The health care team will focus on you as a whole person, not just your illness.
- The health care team will talk to you about ways to avoid getting sick in the future and stay healthy.

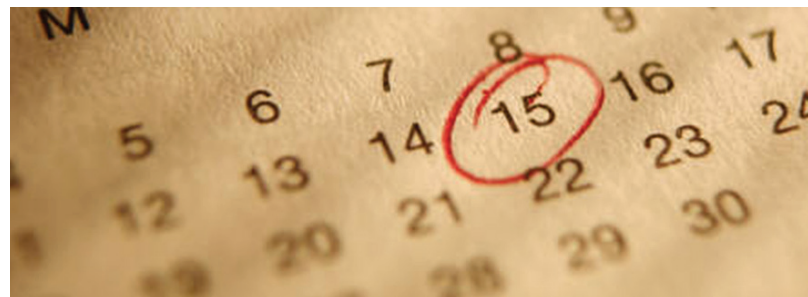


Key words

★ **Electronic Health Record.** In a health home, your health record is electronic – not on paper. Your health care team will enter all your health information in a computer while talking with you during your appointment. You will then be able to see this information in your patient portal.

E-Prescription. This is a way for your doctor to send the prescription for your medicine direct to the pharmacy. It is quick and private and saves you time.

Health Care Plan. A plan that you and your health care team decide on to help you manage your health care.



THINGS TO DO

At the end of your visit, ask for information in writing about:

- your prescriptions,
- your health care plan, and
- lab tests,
- the date of your next appointment.



After the visit, Mr. Mendoza and his wife go to the diabetes class. Soon after the class, the doctor receives a note in the computer that lets him know Mr. Mendoza and his wife went to the class.

A couple of days after the diabetes class, the patient navigator calls to ask Mr. Mendoza how he is doing and if he has any questions. He reminds him that he can use his patient portal on the computer to see his test results, medicines, and check on times for his next appointment.

Mr. Mendoza logs into his patient portal and sees that all his health information is there. He also sees a note about when his next appointment needs to be. He uses the patient portal to make the appointment at a time that is good for him.

With the help and support of his health care team and family, Mr. Mendoza will be able to manage his diabetes and live a long and healthy life!

After your visit to the health center

What to expect in a health home

- You can check your test results online in your patient portal.
- Your health care team uses a computer for your medical information so it can be sent to other doctors right away.
- Your prescriptions are sent directly to your pharmacy.
- Your health care team will help you coordinate your care with other doctors.
- Your health care is coordinated, comprehensive and is focused on the most important person when it comes to your health—YOU!

THINGS TO DO

- **Talk to your health care team about any health questions you may have.**
- **Follow the health care plan that you made with your health care team.**
- **Share the health information that you learned with your family.**
- **Your opinion counts! Always let your health care team know if they need to work on something, or let them know they are doing a great job!**

As you have seen in Mr. Mendoza's story, one of the new and most exciting things in a health home is technology. Technology is used in everything:

- Appointments
- Keeping your health information in one place
- Prescriptions
- For your health care team to share your information

Technology makes the health homes work better for patients and for people who work there. But remember, if you do not feel comfortable using a computer, you can still get care. Talk to your health care team. They will find ways to get you the information you need to stay healthy.

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