

What is a Patient-Centered Medical Home?



Grand Valley Health Plan
(616) 949-2410 or www.gvhp.com



A Medical Home is not a place, but a way in which we are committed to providing all of our patients' with safe, caring, and comprehensive health care at the primary care level. Your Patient-Centered Medical Home with us includes the following:

Personal Health Care

At Grand Valley we will ask you to choose a personal provider. This will be done through the completion of a Personal Health Information Update form. We will enter your information into our Electronic Health Record (EHR), so whenever possible, we will schedule you with your personal provider. We know that it is important that your personal provider know you and your family. Your personal provider, together with your healthcare team, provide and coordinate evidence-based, whole person health care for all stages of life including, prenatal, preventive, acute, chronic, and end-of-life care.

1.

Your Care is Coordinated



We know that the health care system is complex and confusing (e.g., specialists, hospitals, nursing homes, community services). We are dedicated to coordinating your care. We believe that our patients should never feel "lost in the system". You will have a dedicated *Specialty Care Coordinator* who will help to arrange services for you outside of our Family Health Centers (specialist visits, testing etc.) and ensure that we receive your reports/results on your visits.

We also have *Care Managers* who are assigned to you to help you achieve your agreed upon treatment goals.

Our physicians lead teams of skilled professionals that work together to meet your health care needs. Visits are coordinated across multiple health care settings with multiple staff as necessary to improve access and reduce cost. Each Family Health Center team includes licensed and board certified:

- Physicians
- Registered Nurses
- Physician Assistants
- Care Managers
- Nurse Practitioners
- Behavioral Health
- Medical Assistants
- Certified Dietitians

Enhanced Access

We believe that scheduling an appointment should be easy and flexible! We offer advance access scheduling. This means you can get a same day appointment, regardless if whether it is for a routine or urgent need.

We also offer extended hours at all of our Family Health Centers. Our extended hours include early morning, lunch time, and early evening appointments.

Grand Valley Family Health Centers

On the days your Family Health Center is closed, you are welcome to see your personal provider at another location.

Beckwith Family Health Center & Urgent Care Center 2680 Leonard NE, Grand Rapids, MI 49525
Phone: (616) 224-1515 Regular Center Hours: Monday—Friday, 7 a.m. to 6 p.m.

Hudsonville Family Health Center 5445 32nd Ave., Hudsonville, MI 49426
Phone: (616) 457-3830 Regular Center Hours: Tuesday, Thursday, and Friday,—7 a.m. to 6 p.m.
(Closed on Mondays, Wednesdays and daily from 1 to 2 p.m.)

Rockford Family Health Center 590 Ten Mile Rd. NE, Rockford, MI 49341
Phone: (616) 866-9568 Regular Center Hours: Monday, Tuesday, & Thursday—7 a.m. to 6 p.m.
(Closed on Wednesdays, Fridays, and daily from 1 to 2 p.m.)

Walker Family Health Center 650 3 Mile Road NW, Walker, MI 49544
Phone: (616) 784-4717 Regular Center Hours: Monday, Tuesday, & Thursday—7 a.m. to 6 p.m.
(Closed on Wednesdays, Fridays, and daily from 1 to 2 p.m.)

Wyoming Family Health Center 5251 Clyde Park SW, Wyoming, MI 49509
Phone: (616) 532-1100 Regular Center Hours: Monday—Friday, 7 a.m. to 6 p.m.

2.



Communication with your personal provider and health care team is key. Because of this we offer NextMD! NextMD is a fast, secure, reliable way to e-mail your provider and health care team. With Next MD you are able to:

- Request appointments
- Complete –pre-visit questionnaires
- E-mail your provider & health care team directly
- View your medication list
- Request prescription refills
- Receive test results
- Receive referral information
- Eliminate phone calls and mail

How Do I Access Care and Get Advice?

Simply call your Grand Valley Family Health Center phone number, 24 hours a day, seven days a week (including holidays). We will assist you in scheduling your appointments and answering your questions. In addition, during both regular business hours and after hours we have nursing staff dedicated to providing you clinical advice over the phone. If you are calling after regular office hours, a GVHP Nurse, Behavioral Health Counselor or Physician will return your call within 15 minutes. For urgent problems that cannot wait until your Family Health Center is open, Grand Valley Health Plan offers after-hours service. Depending on your condition, you could be sent to the GVHP Urgent Care Center. The GVHP Urgent Care Center has access to your Electronic Medical Record (EHR). This means the Provides at the GVHP Urgent Care Center will have your information and know about the care that you have been receiving.

For life threatening situations, you should go to the nearest emergency room. If you go to the nearest emergency room, call your Family Health Center within 48 hours or as soon as medically reasonable.

3.

What can I do to help make sure I get the best care?

In order for us to provide you with the best in care and serve as your medical home we need your help. We need for you:

- To be open and honest with us. We need for you to supply information to the best of your ability so that we can provide you with care. We need to know about your health status, medical history, illnesses, medications, visits with specialist, recent test results, emergency room visits, hospital stays, self-care information and any care that you are receiving outside of a Grand Valley Family Health Center.
- To understand your health risks and conditions and ask questions when you think it is necessary. Also, learn about ways to improve your health and prevent illness.
- To understand your health problems and to participate with us in developing agreed upon treatment goals to the best of your ability. If you have concerns let us know so that we can help you.
- To let us know if you are seeing any other doctors and what medications they put you on or changed.
- To treat us with respect as we partner with you in your care.
- To let us know in advance (24 hours) if you are unable to keep a scheduled appointment.
- To pay your office visit co-payment when you check-in for a visit.

Quality and Safety are Hallmarks of the Medical Home

We use Evidence-based medicine and clinical decision support tools to guide care and treatment. We develop and follow our evidence-based patient care guidelines to ensure quality. Our patient care guidelines are always available for your review.

We will also provide you with self-management support tools. Many of our self-management support tools can be found on our website at www.gvhp.com. Be sure to check out all of our on-line wellness tools as well as many helpful links.

- Information technology is used to support patient care, education, and enhance communication. All GVHP Patients have an electronic medical record.
- We go through a voluntary process to show that we provide patient-centered services consistent with the medical home model.



For more information about Grand Valley Health Plan or Patient-Centered Medical Home, please call Customer Service at (616) 949-2410.