

Policies and Procedures

Function: Leadership	Practice:
Subject: Patient Information and materials regarding the obligations of a Medical Home	Date Issued: Page: 1 of 1

Policy

(Practice Name) will provide information, education and materials to all patients/families on the Patient Centered Medical Home (PCMH) approach to care.

Procedure

All patients/family member(s) if minor receive educational material on “What is a Patient Centered Medical Home”. Information on the Patient Centered Medical Home (PCMH) approach to care is provided in the Patient “Welcome Packets” and on the *(Practice Name)* brochures. “What is a Medical Home” brochures are always available at the front desk and throughout the lobby.

Information provided will include but is not limited to information regarding the “Medical Home”, roles of their care team, coordination of care (including whole person orientation and behavioral health), how to obtain care/advice during /after office hours, patient responsibility regarding providing complete medical history and care obtained outside the practice, access to evidenced-based guidelines and self-management support.

(Designated person’s) is responsible to ensure printed material is available for patients at all times.

All newly hired staff of *(Practice Name)* will be trained on PCMH. All care team members will receive annual (and PRN) training on Medical Home. *(Designated person)* will maintain documentation in training manual.

Reviewed:					
Revised:					
Accepted:					