## Defining the Medical Home

Superb Access to Care

- Patients can easily make appointments and select the day and time.
- Waiting times are short.
- eMail and telephone consultations are offered.
- Off-hour service is available.

Patient Engagement in Care

- Patients have the option of being informed and engaged partners in their care.
- Practices provide information on treatment plans, preventative and follow-up care reminders, access to medical records, assistance with self-care, and counseling.

Clinical Information Systems

- These systems support high-quality care, practice-based learning, and quality improvement.
- Practices maintain patient registries; monitor adherence to treatment; have easy access to lab and test results; and receive reminders, decision support, and information on recommended treatments.

Care Coordination

- Specialist care is coordinated, and systems are in place to prevent errors that occur when multiple physicians are involved.
- Follow-up and support is provided.

Team Care

- Integrated and coordinated team care depends on a free flow of communication among physicians, nurses, case managers and other health professionals.
- Duplication of tests and procedures is avoided.

Patient Feedback  Patients routinely provide feedback to doctors; practices take advantage of low-cost, internet-based patient surveys to learn from patients and inform treatment plans.

Publically available information  Patients have accurate, standardized information on physicians to help them choose a practice that will meet their needs.

Rogers, Edwina. "The Patient-Centered Primary Care Collaborative." Patient-Centered Primary Care Collaborative. October 2, 2009; available at http://www.slideshare.net/OSUSquire/patient-centered-medical-home; slide 10.