
Medical Home Responsibilities

Patient Handout and Office Policy

What is a Medical Home?

A Medical Home is a medical office or clinic where a team of health professionals work together to provide care to their patients. Your Medical Home Team consists of all the staff at Town and Country Pediatrics and Family Medicine, PC

What services does my Medical Home provide?

Patients, families, and caregivers can expect to receive evidence-based care from their Medical Home Team. The Practice provides educational resources for specific health issues to support self-management of your health and healthcare.

It is the responsibility of the Medical Home to provide whole-person care. This means coordinating your care across multiple settings, including visits and referrals to specialists, behavioral health professionals, the hospital, and other facilities. Behavioral health needs are addressed by the Practice and in coordination with behavioral health professionals, as needed.

Town and Country Pediatrics and Family Medicine, PC functions most effectively as a Medical Home if patients and families provide a complete medical history and information about care obtained outside the Practice. Additionally, the Practice requests that patients provide their personal clinician's information to other providers/facilities outside the Practice.

How will I contact my Medical Home Team?

When new patients are oriented to the Practice, staff explain the roles of the care team and who to contact for specific concerns or questions during and after office hours. More specifically:

- You can contact your Medical Home Team directly to arrange an appointment or to discuss your medical needs by calling 860-274-8891 Monday – Thursday 9am to 6pm, Friday 9am-4pm, and Sunday 9am-2pm. Patient calls for routine clinical advice will be returned within two business days or within one business day for urgent clinical advice.
- For routine or urgent matters outside of the normal office hours, you can call 860-274-8891 and an on-call provider will call you back within 24 hours.

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- Outside of regular business hours, patients should call the office number and the on-call physician or nurse triage group will answer the call and advise patients on course of action to take.
- Please continue to use 911 for all emergencies.
- It is necessary that you (or a designated family member) inform the Medical Home Team if you are seen by any other provider. This will allow us to update your medical record and continue to coordinate your health care needs.
- Medical records from other facilities or providers can be transferred to the Practice via fax: 860-274-8895 attn: Medical Records. Transferred records should include the name of the transferring provider or other contact person to help coordinate the transition.

Town and Country Pediatrics and Family Medicine, PC will provide equal access to all patients, regardless of their source of payment or insurance status. In the waiting room, the Practice has materials for uninsured patients on how to obtain health insurance coverage.

A PCMH patient education poster is available available to patients in our waiting room. Patients can also access information about PCMH on our website, doctorsct.net.

Services offered include:

1. Physical examination
2. Sick Visits
3. Diagnosis and Treatment for Strep throat, Flu, Covid, RSV urinary tract infections with point of care testing
4. Immunizations
5. Treatment of cerumen impaction
6. Sutures/staples
7. Removal of sutures/staples
8. Chronic Care Management including diabetes, high blood pressure, high cholesterol, anxiety, depression, ADHD concussion and multiple other diagnoses