

# Patient-Centered Primary Care Homes

A **Patient-Centered Primary Care Home** is a health clinic that is recognized for their commitment to patient-centered care. And just as it sounds, patient-centered care is all about you and your health!

## Your primary care home will...

- Better coordinate your care to help get you the services you need, when you need them
- Listen to your concerns and answer your questions
- Offer after-hours help and alternatives to the emergency room
- Help you play an active role in your health

## What does this look like for me?

Your primary care provider will work with you to improve care coordination that results in higher quality care to you and your family.

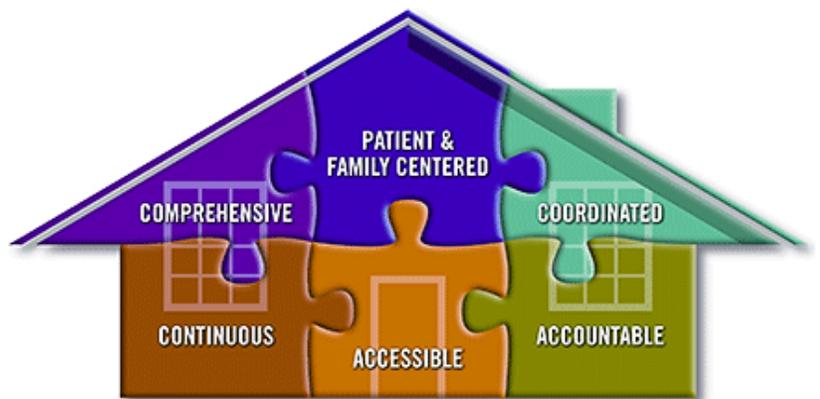
If you have a special health concern or condition, you will be connected with other health professionals to help you get the care you need. For example, your primary care provider can connect you with a pharmacist, mental health specialist, or a nutritionist, etc. — whatever your health needs call for.

## Your health care team

When you and your primary care provider work with other health professionals to coordinate your care – like nurses, specialists, and pharmacists – this is called your “health care team.” The members of your team work together to make sure they’re all on the same page when it comes to your health. This helps eliminate repetitive procedures and improves your care.

## Standards for Care

- **Accessible:** Care is available when patients need it.
- **Accountable:** Clinics take responsibility for their community and provide quality care.
- **Comprehensive:** Patients get the care, information and services they need to stay healthy.
- **Continuous:** Providers know their patients and work with them to improve their health over time.
- **Coordinated:** Clinics help patients navigate the health care system to get the care they need in a safe and timely way.
- **Patient & Family Centered:** Patients and families are the most important part of health care. Care should draw on a patient’s strengths to set goals, and communication should be culturally competent and understandable for all.



# Patient-Centered Primary Care Homes

## Am I getting care at a recognized clinic?

You could already be getting care at a recognized clinic. Find a list of recognized Patient-Centered Primary Care Homes by visiting [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov).

## As a patient, what can I do to make sure I'm getting the best possible care?

Becoming engaged in your health care is the best way to make sure your primary care provider and health team provides the best care possible. They want you to speak up!

- Your primary care provider can answer questions and help you better understand your health needs
- If you need to get help from other doctors or health care providers in the community, your primary care provider can support you every step of the way
- When you have concerns about your health, your health care team will work with you to decide the best way to deal with them

## The Patient-Centered Primary Care Home Program

The Patient-Centered Primary Care Home Program recognizes clinics as primary care homes and makes sure they meet the standards of care. The program is part of the Oregon Health Authority and one of the many efforts to help improve the health of all Oregonians and the care they receive.

## Coordinated Care Organizations & primary care homes

Primary care homes are at the heart of Oregon's health system transformation efforts. Coordinated Care Organizations are required to include recognized primary care homes in their networks of care to the extent possible. Expanding the availability of primary care homes will provide better access to care now and strengthen the primary care networks as CCOs emerge. To learn more about Coordinated Care Organizations, visit [www.health.oregon.gov](http://www.health.oregon.gov).

## Becoming a recognized clinic

Clinics who meet the standards for care are recognized by the Patient-Centered Primary Care Home Program. Clinics must apply with the program in order to be recognized.

Any type of clinic can apply and be recognized as long as they provide the services described in the standards. This includes physical health providers, behavioral, addictions and mental health care providers, solo practitioners, group practices, community mental health centers, tribal clinics, rural health clinics, federally qualified health centers, and school-based health centers.

Clinics can achieve three different tiers, or levels, of recognition depending on the criteria they meet; tier 1, tier 2, or tier 3 being the highest.

Please visit [www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov) to learn more.