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Dear Patient:

Thank you for choosing Parkview Medical Group as your primary care providers. We are committed to providing you with comprehensive, quality healthcare. As part of this commitment, Parkview Medical Group's goal is to be proactive in offering important opportunities to our patients that we believe will benefit them and best meet their healthcare needs.

We are pleased to inform you that Parkview Medical Group has been selected through a competitive process to participate in an advanced primary care medical program, the **Maryland Multi-Payer Patient Centered Medical Home Program**. This program will assist us in providing better access to care through expanded hours and new services. The State of Maryland, through the Maryland Health Care Commission, has launched this program in partnership with Maryland's primary care practices, consumer groups, health insurance carriers, the Maryland Department of Health and Hygiene, and many representatives from Maryland's health care institutions. We believe the Maryland Multi-payer Patient Centered Medical Home Program will provide important resources and tools that will allow us to better address your medical needs at no additional cost to you. We are excited about this opportunity and would like you to understand the benefits this new program can provide to you.

What is a Patient-Centered Medical Home? The Medical Home is an innovative, team-based "whole person" approach to providing healthcare services. A partnership develops between the patient, his or healthcare provider, and healthcare team. Together, following evidence-based guidelines for medical care, the team will work to coordinate the services across multiple settings you need and to provide the best healthcare possible.

What are the changes you can anticipate?

Team-Based Care:

- Parkview Medical Group will remain your Primary Care Provider; however, our team of nurses and support staff will work with you to provide your health care needs. New information systems will assist us, along with multiple resources, to make sure your care is the best.
- You will be an active participant in all decisions related to your ongoing medical care and improving the quality of your overall health.
- Parkview Medical Group will provide a complete medical history and obtain information about your care outside the practice.
- You will be provided with evidence-based care from your clinician and team as well as support for self-management of your health and healthcare.

Improved Health Care Access:

- We will make every effort to see you during office hours the same day you call with an urgent care issue. Simply call the main office number during office hours to schedule a same-day appointment with us. Rather than a prolonged and expensive visit to the Emergency Department, many urgent healthcare needs can be handled by your Medical Home.
- If urgent care issues arise outside of our normal clinical care hours, call our office telephone number and follow the instructions that you will be given to reach the on-call clinician. **Please continue to call 911 for all emergencies.**
- Routine and follow-up care will be provided in a timely manner. We will be monitoring your medical needs and will proactively contact you to schedule follow-up appointments if they are not already arranged.
- Your Medical Home team will help you coordinate your specialty appointments. We will act as your advisor and advocate in making sure all testing, procedures and specialist appointments are appropriate and coordinated in an efficient and high quality fashion.

How will I contact my Medical Home Team? You can contact Parkview Medical Group to arrange an appointment or to discuss your health care needs by calling the office Monday through Friday between the hours of 8am to 5pm. For urgent matters outside of our normal office hours, you can call 301-663-3137 and follow the instructions to reach the on-call provider. In order to allow us to provide our best primary care services, please let our office know if you are seen by another provider. We ask that you also remind all other healthcare providers that you see to forward reports and results to us regarding your condition and treatment. This is very important and will allow us to continue to coordinate your care needs.

How do I learn more about the Patient-Centered Medical Home? Go to the following links to learn more:

- <http://mhcc.maryland.gov/pcmh/>
- <http://pcpcc.net/consumers-and-patients>

What do I do next?

- If you are interested in participating in the program, all you need to do is continue your care with our practice at this location.
- If you are *NOT* interested in participating in the program, please fill out an "opt-out form." You are still welcome to continue with our practice and receive care as you always have if you chose to opt-out of this program.

We are excited to be able to provide you with this opportunity and are confident that you will be pleased with Parkview Medical Group's Patient-Centered Medical Home approach. We look forward to partnering with you in this endeavor. If you have any questions about this new delivery system, please feel free to contact us.

Sincerely,

Your Healthcare Providers at Parkview Medical Group