



With Thunder Bay Community Health Service as YOUR Patient Centered Medical Home, You can expect that:

- ✓ **TBCHS is committed to promote a patient-centered approach to delivering health care.** This means that as a patient, you can expect that we consider and support your unique needs, values and preferences and support you to learn how to manage and organize your own care at the level you choose.
- ✓ **TBCHS promotes a comprehensive, team-based approach to meet your physical, mental, dental needs.** This means that as a patient, you can be assured that your health and wellness is being coordinated by a cohesive team consisting of physicians, physician assistants, nurse practitioners, nurses, pharmacists, social workers, educators, nutritionists and care coordinators.
- ✓ **TBCHS coordinates your health care needs;** connecting you to medical, dental and social resources in the community as you need it.
- ✓ **TBCHS is committed to providing access to care that meets your needs and preferences.** This means you can expect all TBCHS health centers to provide extended day and same day appointments as well as a provider by phone after- hours.
- ✓ **TBCHS is committed to ongoing quality improvement.** This means that as a patient, you can be assured that actively engage staff in performance measurement and improvement and listen to your comments and concerns in order to deliver the highest level of quality care.



2011





Thunder Bay
COMMUNITY HEALTH SERVICE, INC.

By choosing to participate in a Patient Centered Medical Home, we trust you to:

- Be active and participate in managing and planning your care.
- Tell your provider about any concerns or needs that you may have.
- Make sure your provider knows you or your child's entire health history.
- Tell your provider about all of your medications, vitamins and/or supplements taken.
- Follow the care plan designed with your provider and agreed upon or let us know why you cannot so that we can try to help or change the plan appropriately.
- Let us know when you see another doctor or visit an urgent care or emergency room facility.
- Seek our advice before you see a specialist. We may be able to care for you and we know about the advantages of being referred to a specialist.
- Keep your appointments as scheduled or call us and let us know when you cannot.
- Pay your share of the visit fee when you are seen in the office. We participate in many health care plans, including Medicare and Medicaid. We also offer discounted fees for medical, pharmacy and dental services, based on family size and income.
- Respect us as individuals and partners in your care.
- Give us feedback so we can improve our services.

