

Re: Patient-Centered Medical Home Initiative

Dear Patients:

Welcome to the patient-centered medical home (PCMH) initiative, a new way of managing your health care! PCMH is not a building, a house, or a hospital. It is a model of care designed to improve the coordination of your health care with an emphasis on your all-around well-being.

Your insurance carrier has identified me as your primary care provider (PCP) based on your enrollment selection or your pattern of doctor visits. I would be happy to be your PCP and work with you on your health care needs.

I invite you to continue working with me in this new model of care.

I will work with other health care providers to take care of you. As your care team, we will involve you in decisions about your health and health care, and thus be able to develop a stronger relationship with you. You will also have easier access to me through :phone visits, Web visits, secure email through our Patient Portal . These are all elements in my PCMH approach to your care.

If you have not seen me within the last year, please contact my office and schedule an appointment so we may reconnect.

Attached is a list of our roles in working together to keep you healthy. If you have any questions, please call my office at 718-497-1565/66. I look forward to walking with you on the path to a healthier you!

Sincerely,

Iwona Mienko MD FAAP

OUR ROLES IN WORKING TOGETHER

As your primary care provider, I will:

- Learn about you, your family, life situation, and health goals and preferences. I will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. I will respond promptly to you – and your calls – in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in my care team will receive all information related to your health care.
- Learn about your health insurance coverage and contact its representative if you have any questions about your benefits.
- Pay your share of any fees.
- Give us feedback to help us improve our care for you.