

## PRIMARY CARE OF SOUTHWEST GA, INC PATIENT CENTERED MEDICAL HOME (PCMH)

A **medical home** is an approach to providing total health care. With your medical home, you will join a team that includes health care professionals, trusted family members and ---most importantly---**YOU!**

The **medical home** is a way for you to be informed about and involved in your health care decisions.

### **How *Your* medical home can help you....**

#### **Assistance with referrals**

If you need to see a specialist, your team can keep in touch with the specialist to make sure you get the care you need. It is extremely important for us to know all the care you have received at any facility.

#### **Track your health information using computers and electronic records**

This way, your team will have all of your records in one place.

#### **Reach your team when you need them**

Your team will have convenient office hours for your appointments. They also offer you the option of using e-mail and the Internet to keep in touch, get lab reports, and answer your questions.

#### **Get to know your team**

Your medical home team will know you and your family. They can help you manage your total health care. You can see the same team each time you visit for scheduled appointments, and they can help answer your health questions. Your team uses evidenced based guidelines and support in all aspects of your care.

### **How to contact your team:**

#### ***During Office Hours***

**Patient Portal:** Primary Care has a patient portal for secure messaging that goes directly to your team members. On the portal, you can access your medical summary, medication list, labs, education and much more. The portal can be accessed by going to Primary Care's website - [www.pcswwga.org](http://www.pcswwga.org) and selecting patient portal or going directly to the portal website <https://health.eclinicalworks.com/pcswga>.

**Telephone:** The Blakely Site can be contacted at **229.723.2660**; option **0** for appointments and option **1** to speak with clinical staff. The Thomasville Site can be contacted at **229.227.5510**; option **0** for appointments and option **1** to speak with clinical staff.

#### ***After Hours***

**Patient Portal:** Secure Messages sent via the Patient Portal will be checked the next business day. After hours, you can still access your medical summary, medication list, labs, education and much more.

**Telephone:** The Blakely Site can be contacted at **229.723.2660** and the Thomasville Site can be contacted at **229.227.5510**. An after hour's answering service handles the telephone calls when the offices are closed. All Emergent and Urgent situations should be accessed at the ER or an Urgent Care.

**Nurse Advice Line:** Most all insurance companies/Medicaid and Medicare have Nurse Advice Lines.

Please consult with these services to determine if your afterhour's situation needs immediate attention or may wait until the next day for one of our **Same Day**

**Appointments**. If this service is available to you, we highly recommend you seek this advice. Avoiding unnecessary ER/Urgent care visits is in your best interest as these providers do not know your medical history, medications and the specialist involved in your care.

**ER/Urgent Care:** If care is given at the ER or an Urgent Care, please contact Primary Care's clinical staff with the details of your visit. You may contact us via the portal or telephone. This information will assist us in maximizing the continuity and quality of your care.

**REMEMBER, YOU ARE THE CENTER OF YOUR  
MEDICAL HOME TEAM!**

