Defining the Medical Home

Superb Access to Care

- Patients can easily make appointments and select the day and time.
- Waiting times are short.
- •eMail and telephone consultations are offered.
- •Off-hour service is available.

Patient Engagement in Care

- Patients have the option of being informed and engaged partners in their care.
- Practices provide information on treatment plans, preventative and follow-up care reminders, access to medical records, assistance with self-care, and counseling.

Clinical Information Systems

- •These systems support high-quality care, practice-based learning, and quality improvement.
- Practices maintain patient registries; monitor adherence to treatment; have easy access to lab and test results; and receive reminders, decision support, and information on recommended treatments.

Care Coordination

- •Specialist care is coordinated, and systems are in place to prevent errors that occur when multiple physicians are involved.
- •Follow-up and support is provided.

Team Care

- •Integrated and coordinated team care depends on a free flow of communication among physicians, nurses, case managers and other health professionals (including BH specialists).
- Duplication of tests and procedures is avoided.

Patient Feedback

 Patients routinely provide feedback to doctors; practices take advantage of lowcost, internet-based patient surveys to learn from patients and inform treatment plans.

Publically available information

 Patients have accurate, standardized information on physicians to help them choose a practice that will meet their needs.