



The Patient Centered Primary Care Homes (PCPCH) Model of Care for ThriveWell Clinic

A Patient-Centered Primary Care Home is a health clinic that is recognized for their commitment to patient-centered care. And just as it sounds, patient-centered care is all about you and your health!

About the PCPCH Program

The Patient-Centered Primary Care Home Program recognizes clinics as primary care homes and makes sure they meet the standards of care. The program is part of the Oregon Health Authority and one of the many efforts to help improve the health of all Oregonians and the care they receive.

Your clinic, ThriveWell Clinic is a certified Patient-Centered Primary Care Home which means that your healthcare team has chosen to become recognized for their commitment to providing high quality, patient centered care.

What can you expect from a PCPCH?

- Help coordinate your care to help get you the services you need, when you need them
- Listen to your concerns and answer your questions
- Offer after-hours help and alternatives to the emergency room
- Help you play an active role in your health

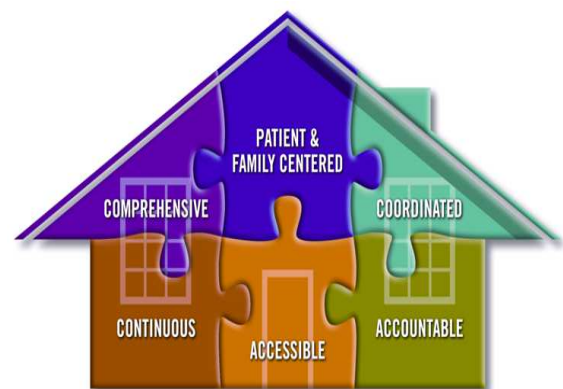
What a PCPCH expects from YOU?

As a patient, we encourage you to be proactive with your healthcare team to make sure you are getting the best possible care by:

- Get engaged in your health care decisions. They want you to speak up!
- Ask questions. Your primary care provider can answer questions and help you better understand your health needs
- Ask for support. If you need to get help from other doctors or health care providers in the community, your primary care provider can support you every step of the way
- Have concerns or are unclear about your health? When you have concerns about your health, your health care team will work with you to decide the best way to deal with them

The PCPCH model is focused around six core attributes to quality healthcare:

- **Access to Care:** *“Be there when I need you”*
- **Accountability:** *“Take responsibility for making sure I receive the best care possible”*
- **Comprehensive Whole Person Care:** *“Provide or help me get the health care and services I need”*
- **Continuity:** *“Be my partner over time in caring for my health”*
- **Coordination and Integration:** *“Help me navigate the health care system to get the care I need in a safe and timely way”*
- **Person and Family Centered Care:** *“Recognize that we are the most important part of the care team-and that we are ultimately responsible”*



To learn more about the Patient-Centered Primary Care Home Program visit www.PrimaryCareHome.oregon.gov.