

## Patient Centered Medical Home



Our mission is to provide patients with better quality, experience, and costs using a team based holistic approach that encompasses the entire lifespan of a patient from clinician to front desk staff and other providers and community resources. We will help you get healthy and stay healthy, and we will take care of you when you are sick, making sure you receive the care and services you need. Remember, you are the most important person on the medical home team!

### Patient Portal

Visit our web site at [www.myfmg.org](http://www.myfmg.org) to access your patient portal with access to your health information anytime.

## Our Commitment to you:

- We will help you get to know our practice
- We will provide and coordinate your care with specialists. We take responsibility for arranging care with other health professionals for you.
- We will provide you with same-day appointments whenever possible
- We will provide you with access to the care you need when the health center is not open
- We will listen to your questions and concerns and will explain your treatment and test results in an easy to understand way
- We will provide education, counseling, and self-management options to support you and will provide you with high quality health care based on proven research
- We will be mindful of the financial cost of care we provide and offer equal access to care to all patients regardless of payment source. Our health centers can offer information to any under or uninsured patient with information for financial assistance and coverage options.
- We will include you in decisions about your health care and help you decide what care is best for you
- We will care for you and your family with respect, kindness, and sensitivity to your religious and cultural beliefs

## As our patient, you are responsible to:

- Provide us with a complete medical history and the names of your other health providers
- Take an active part in your health and work closely with us. Do your best to follow your plan of care
- Tell us if you are having trouble sticking to your care plan. Let us know if the plan is not working for you
- Share your needs and concerns
- Tell us all of the medications that you are taking. Let us know of any problems
- Learn about caring for yourself and your medical conditions. Make healthy lifestyle choices.
- Let us know whenever you see other health providers and specialists, go to an emergency department or are hospitalized and what medications they put you on or changed
- Ask all the doctors you see to send us a report about your care and test results
- Keep your appointment as scheduled or call and let us know when you can not



## How do I contact my Medical Home Team?



Our Patient Centered Medical Home provides comprehensive health care from expert clinicians:

- Preventive care to keep you well
- Medicare wellness visits
- Chronic disease management
- Geriatric care
- Pediatric care in our Delevan Health Center
- Advanced care planning
- Same day sick care
- Behavioral health referrals
- Access to multiple specialties within our group



Delevan Health & Dental Center  
38 North Main Street, Delevan, NY 14042

Monday 7:30 am - 5 pm  
Tuesday 8 am - 5 pm  
Wednesday 1 - 6 pm  
Thursday 8 am - 5 pm  
Friday 8 am - 4 pm

716-707-7040  
Fax: 716-707-7054  
[www.myfmg.org](http://www.myfmg.org)

Salamanca Health Center  
4039 Route 219, Suite 101, Salamanca, NY 14779

Monday 8 am - 4 pm  
Tuesday 8 am - 4 pm  
Wednesday 10 am - 6 pm  
Thursday 8 am - 4 pm  
Friday 8 am - 4 pm

Phone: 716-945-0361  
Fax: 716-945-0371  
[www.myfmg.org](http://www.myfmg.org)

### How do I contact my Medical Home Team?

You can reach our office and speak with one of our experienced team members to schedule an appointment, refill prescriptions, transfer your records, or to discuss your healthcare needs by calling the office number listed above during office hours. For after hours, evenings, weekends, and holidays, please call our office number where our answering service will direct your call. For urgent matters, the on-call provider will respond within 60 minutes.

For serious medical emergencies, please call 911

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