

## What you can expect

A Patient-Centered Primary Care Home is a clinic that is recognized for its commitment to patient-centered care, which is all about you and your health.

Primary care homes are:

- **Accessible:** Care is available when you need it, including some a provider you can talk to after hours about your health concerns.
- **Accountable:** Your primary care home is responsible for providing the highest quality care to you and the community it serves.
- **Comprehensive:** You get all the care, information and services you need to stay healthy.
- **Continuous:** You and your health care providers get to know each other and work together to reach your health goals.
- **Coordinated:** Your providers help connect you with the care you need in a safe, timely way.
- **Patient & Family Centered:** Family is the key ingredient in a primary care home. Your care will be delivered in your preferred language with respect for your culture.

The Patient-Centered Primary Care Home Program recognized clinics as primary care homes and makes sure they meet the standards of care. Hillsboro Internal Medicine meets the Oregon Health Authority standards of care.

[www.PrimaryCareHome.oregon.gov](http://www.PrimaryCareHome.oregon.gov)

**PATIENT**  **CENTERED**  
PRIMARY CARE HOME

Oregon  
**Health**  
Authority



## Hillsboro Internal Medicine

*A member of the Tuality Healthcare family.*

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*Hillsboro Internal Medicine is a recognized*  
**PATIENT**  **CENTERED**  
PRIMARY CARE HOME



Hillsboro Internal Medicine  
is committed to better health  
and better care  
for you and your family



## Hillsboro Internal Medicine

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### **As your primary care home, Hillsboro Internal Medicine will:**

- Better 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 plan an active role in your health.

### **Getting the best possible care**

Your primary care home will make prevention and wellness a top priority. If you have a special health concern or condition, your health care team will connect you with other health professionals to get you the care you need. They can connect you with a nutritionist, behavioral health specialist, or care manager – whatever your health care needs.

### **Your health care team**

Your team is led by your primary care provider and a team of experts in supplying quality health care. We will make sure you get the best care possible.

### **Your Next Appointment**

#### **Your health care team wants you to speak up**

- Bring a list of questions and tell your team about the health care issues you want to focus on first.
- Make sure the issues you discuss with the care team are clear to both parties.
- Ask your care team how to reach them after hours.
- Before you leave, make sure you know the time and day of your next appointment. In the meantime, concentrate on ways to improve your health.

