

**DOCTOR TODAY TLC, LLC**  
POLICY AND PROCEDURES HANDBOOK

**PATIENT-CENTERED MEDICAL HOME**  
PRACTICE WELCOME STATEMENT

Welcome to Doctor Today clinic, your primary care facility following the Patient-Centered Medical Home model of care. This new approach in the medical practice will transform the way primary care services are conveyed, focusing on prevention and wellness. This model follows a team-based approach with a fabulous care team that is committed to keeping you healthy. As our patient, you are at the center of a coordinated effort by a well-organized care team focusing on your health and well-being. Your healthcare team includes your primary care provider taking the lead in service delivery toward you from and across multiple settings in the broad health care system.

Being part of a Patient-Centered Medical Home gives you the benefit of getting access to a wide range of services including comprehensive and coordinated care, 24/7 access to your primary care physician in a safe setting constantly seeking quality improvement. As your medical home, we are expecting you to provide us your current medication list, regular updates to your medical history, any changes in your health status, recent test results, share your self-care information, and inform us on any recent hospitalizations, specialty care, or emergency department visits. Our practice support all patients by empower them with educational material and encourage them in self-care management. The team will provide access to management support and evidence-base care tools to promote and preserve health.

Our commitment to provide comprehensive and continuous coordinated care to all our patients encompasses provision for preventive care, acute care, chronic care, wellness care, behavioral and mental healthcare or end-of-life care. The structure for our team-based care might contain physicians and assistants, nurses, educators, nutritionists, pharmacists, care coordinators and social workers within the practice as well as throughout the community. The primary care medical home coordinates care across multiple settings in the healthcare system including hospitals, specialty care, home health care, and community resources.

In order to facilitate access, our practice opens in several locations with flexible schedule and extended hours allowing walk-ins and same day appointments. When calling for a same day appointment after 3pm, we may not be able to accommodate you but can schedule an appointment the following day or refer you to one of our urgent care clinics. We make every effort to accommodate requests for routine visits within fourteen days.

At Doctor Today Medical Home, patients have access to a member of the care team around the clock along with access to urgent care providers. At any time, during or after business hours, you may contact our office and receive clinical advice. When calling after business hours, your call will be answered by a live person at our answering service who will put you in touch with the provider on-call. In addition, patients can receive medical services after regular business hours at our urgent care clinics. Due to our integrated electronic health record system, clinical encounters made in one of our urgent care centers can be accessed through Doctor Today medical Home and be available for patients' PCP for review, facilitating continuity of care and maintaining a complete medical history.

Doctor Today is committed to demonstrate safety and quality improvements in its practices. Continuous quality improvement measures allow patients to remain confident that their healthcare is maintained at the highest level of standards. Continuous quality improvement involves seeking feedback from patients and setting new goals based on each patient's unique experience. Safety is an extremely important part of the clinic daily duties. As your primary care home, we strive to achieve improved performances as a whole.

Sincerely,  
Doctor Today TLC  
Your Medical Home