Patient Centered Medical Home

- **Patient-centered:** A partnerships among practitioners, patients, and their families ensures that decisions respect patients' wants, needs, and preferences, and that patients have the education and support they need to make decisions and participate in their own care.
- **Comprehensive:** A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.
- **Coordinated:** Care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, community strives and supports.
- Accessible: Patients are able to access services with shorter waiting times, "after hours" care and 24/7 electronic or telephone access, and strong communication through health IT innovations.
- **Committed to quality and safety:** Clinicians and staff enhance quality improvement to ensure that patients and families make informed decisions about their health.
- **Behavioral Health:** We provide routine behavioral health screening to all of our patients. If necessary or requested, our provider and staff will assist you obtaining mental health care with a local provider, such as a psychologist, psychiatrist, or therapist/counselor.

Your Blood Pressure today



NOTES:



706 S College Road Wilmington, NC 28403 Phone: 910-798-2212 Fax: 910-920-9905 www.portcityurgentcare.com

> Office Hours Monday - Friday 8:00am - 5:00pm

Extended Care Hours Monday - Friday 5:00-8:00 Saturday 8:00-8:00 Sunday 12:00pm - 8:00pm

Routine appointments, same day appointments and walk-ins available every day

> After hours 24 hr answering service 910-833-0403

Our goal is to be your partner in health care by serving as your medical home. We are committed to make available to you a personal provider for all your health care needs and coordinates your care including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive health care.

As a Patient Centered Medical

Home your primary care team is focused on getting to know you and earning your trust. Your team puts YOU at the center of your care. This is a partnership amongst practitioners, patients, and their families to ensure that decisions respect patients' wants, needs and preferences, while making sure that patients have the information and support needed to make decisions and participate in their own care. We provide evidence based care to ensure we respond effectively to your health condition.



Prepare for your appointment

Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.

Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.

Take all of your medicines, in their original containers, to your appointment. Be sure to include prescription, over the counter, natural and herbal medicines and vitamins.

Provide us with your medical history, as well as any allergies, recent test results, behavioral health services, hospitalizations, and emergency department visits.

Help us help you

- Let us know if you are unable to take your medicine or follow through with your care plan
- Inform us of any illnesses, hospital stays, medications and other health-related matters
- Ask for help if you don't fully understand something
- Give us feedback so we can improve our services
- Follow your care plan
- Contact us for all your health care needs



Our Services

Acute Illness/Injury Including treatment for colds, flu, intestinal illness, joint injuries, lacerations and rashes

Adult Health Care Treatment of chronic conditions including diabetes, high blood pressure, high cholesterol, depression, asthma, arthritis, skin disease.

Preventative Care Services Including health maintenance, sports, DOT or employment physicals, routine pap smears/ pelvic exams, and annual wellness exams.

Onsite Testing For your convenience we have onsite Xray and EKG. We also offer lab services on the premises for blood and urinalysis testing.

Drug Screening Services

Patient paperwork, health education and resources, office policies, provider information and access to your patient portal can all be found at our website

www.portcityurgentcare.com