



EMERGENCIES AND AFTER HOURS CARE:

Call 974-2201

If a situation is life-threatening, call 911 for immediate care.

You can reach an **on-call physician** by phone after hours 7 days a week.

The **on-call physician** may not be your own primary care provider and may not know your full history or routine problems.

If you go to an emergency room, tell the physician who treats you to notify the **on-call physician or your primary care doctor**. If you are admitted to the hospital, your care may be turned over to a hospitalist (a physician who does in-patient care only). He/she can admit you and make daily visits. Your primary care doctor will see you after you are discharged from the hospital.

Have your Medical Records transferred to USF Health Physicians Group by calling (813)974-9818 or faxing (813)974-4280.

Requests for prescription refills can be submitted through the **MyChart** patient portal (<https://mychart.health.usf.edu>)

You are a partner in your care. You can help improve your care by sharing a complete history of illnesses or conditions that run in your family.

- ◇ Your team works best when you tell them about **other doctors** or people you see for your health, any vitamins or supplements you take, or home health services you get.
- ◇ Tell your team about your home, job and neighborhood background so they can help make a plan that works for your situation.
- ◇ Give your team the names of **medications** you're taking or need refilled and any allergic reactions you have.
- ◇ Write down the names of your **team members** and what they do for you:

- ◇ Write down the **most important** things you want to go over with your team:
- ◇ In your own words, **say out loud** what you and your team discussed or decided (and make a note of any **special instructions**):

- ◇ Write down what **you and your team need to do** before the next appointment:

The USF Patient-Centered Medical Home



A Team Approach to Your Total Healthcare



Welcome to your medical home!

USF Physicians Group is a **Patient-Centered Medical Home**.

Patient-Centered is a way of saying **you** are a full partner in your healthcare.

A Patient-Centered Medical Home...



- ◆ is a team led by your Primary Care Doctor along with registered nurses, nurse practitioners, LPNs and medical assistants. It may also include pharmacists, behavioral or mental health services, physical therapists, specialists, or other health professionals too, depending on your needs.
- ◆ works with you to give you the care and support you need when you need it.
- ◆ gives you an active role on the team to create a care plan that's right for you.
- ◆ answers your questions, listens to your concerns and coordinates care to make sure everyone is on the same page.
- ◆ provides equal access to patients regardless of the source of payment.

How the USF Patient-Centered Medical Home works:

At the USF Patient-Centered Medical Home, you and your team work together. As the center of the team, you have a chance to explain things that matter to you most.

Your team helps you get healthy, stay healthy and get the care and services that are right for you.

Your team can answer questions and help you understand your healthcare needs.

Your team helps support your physical and emotional health with referrals to mental health services, dieticians and other specialists.

When you have concerns about your health, your team will work with you to plan the best way to deal with them.

Together, you and your team can make a plan that:

- ◆ Is built on evidence-based (proven) standards of care
- ◆ Coordinates your healthcare services
- ◆ Educates you about your condition so you can better manage your health

Working with your team can improve the quality of your care and shorten the time it takes to get care when you need it.

The USF Patient-Centered Medical Home

- ◆ We're available **when you need us**. You can get appointments quickly through the Call Center (813/974-2201) or reach us online at **MyChart** (<https://mychart.health.usf.edu>)
- ◆ We take time to get to know you and your health history and suggest treatments or services that make sense for you.
- ◆ We'll help you understand your health condition(s) and how to take care of yourself. We explain options and help you make decisions about your care.
- ◆ We'll help coordinate your healthcare even if we aren't the ones giving it to you. We'll help **make referrals** to specialists, get appointments, and make sure the information is shared with your team.
- ◆ We use **electronic medical records** so team members are on the same page. This helps prevent medical errors and may improve the quality of your care.
- ◆ We accept many health insurance plans including **Medicare for adults**..
- ◆ We can connect you with **Navigators** to help you find and enroll for coverage in the Health Insurance Marketplace (813/974-3809) or look for other sources of care.