

Welcome to your medical home,
Bassett Family Practice:
When it comes to health care, you're
seeking wellness, recovering from
illness or managing a chronic
condition. It's a cycle of getting well,
staying well and being well.

*At Bassett Family Practice—it's all About
YOU!*

Your primary provider at Bassett Family
Practice leads the team of health care
professionals that, collectively, take
responsibility for your care. They will
make sure you get the care you need—in
wellness and illness—to heal your body
and mind.

The Medical Home Advantage

The health care system can be
confusing. Many people visit a lot of
doctors and feel lost in the system. The
medical home team will listen to your
questions and can help you find your
way through the system.

Office Hours:
Monday-Friday
7:00 a.m.-7:00 p.m.

Contact Information:

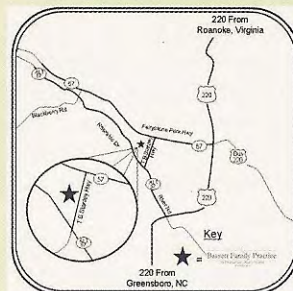
Phone: 276-629-1076

Fax: 276-629-2695

*If you should require after hours care
or after hours clinical advice, please
call 276-629-1076 and follow the
instructions on the recording. If you
have an emergency illness or
symptom that requires immediate,
urgent attention, call 9-1-1.*

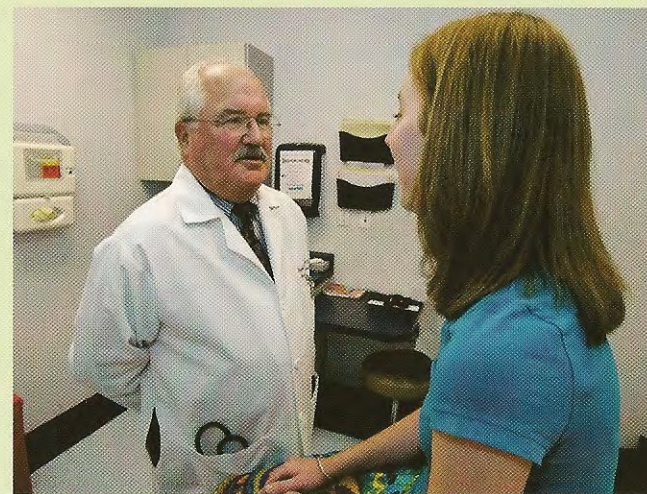
Directions

324 T B Stanley Highway
Bassett, Virginia 24055



www.healthycommunitymhc.org


Bassett Family Practice



Welcome to your Medical Home

*A medical home uses a team approach to
provide YOU with the health care that you
need. YOU and your health care are at the
center of your medical home team.*

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When you have a Medical Home, there are many benefits:

- **Comprehensive Care** means your medical home helps you address any health issue at any given stage of your life.
- **Coordination of care** occurs when any combination of services you and your provider decide you need are connected and ordered in a rational way, including the use of resources in our community.
- **Accessible care** allows you to initiate the interaction you need for any health issue with a physician or other team member through your desired method of communication-office visit, phone call, or patient portal.
- **Proactive care** ensures you and your provider will build a care plan to address your health goals to keep you as well as you can be plus be available for you when you get sick.

Your Medical Home Team will:

- Get to know you, your family, your life situation, and preferences. Remember these details about you every time you seek care, and suggest treatment options that make sense for you.
- Treat you as a full partner in your care.
- Communicate with you.
- Give you time to ask questions, and answer them in a way you understand.
- Make sure you know and understand all of your options for care.



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Care Coordination Care Coordinators:

Bassett Family Practice has 2 Care Coordinators who work as a liaison between the patient, provider and other agencies to ensure patients are provided access to programs from which the patient would benefit. The programs include (but are not limited to) referral to the telemedicine program, referral to another medical facility for testing or specialized care, community resources that provide assistance for low-income patients, medical/ pharmaceutical companies that provide medical services for specific chronic conditions, and applicable education classes. In addition, the Care Coordinator will help patients complete applications needed to gain entrance into programs and will assist with getting pre-authorization from insurance companies for specialized care referrals.

Patient Portal:

In our ongoing effort to improve the communication between you and our practice, we are offering a new way to communicate with us online. The Patient Portal is a secure, web-based system that allows real time access to certain elements of your medical record including:

- Email and secure messaging for non-urgent needs
- Viewing of lab results that have been sent to you
- Viewing of selected health information (allergies, medications, current problems, etc.)
- Appointment Reminders

By using the patient portal, you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you through the Portal. You can also send a message to the office through the Portal and expect a prompt reply (we will normally reply to non-urgent email requests within 24 hours, but no later than 3 business days after receipt). You may make:

- Referral requests
- Appointment requests (follow-ups, physical exams, well child checks, paps, etc.)
- Refill requests

To sign up for Patient Portal, simply give the Front Office staff your email address and sign the Patient Portal Consent Form on your next visit.

During your appointment use this checklist:

- Write down the names of your team members.

My provider: _____

My provider's nurse: _____

For Clinical advice during office hours, please call 276-629-1076 ext. _____

- Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of answers.

Talk with your team about what health issue to work on first.

- Be sure you know what you should do before you leave the office.
- Use your own words to repeat back the things you've discussed with your team. This way, both you and your team will know the information is clear.
- Ask your team about how to reach them after hours if you need to.

DO YOUR PART!

Get ready for your appointment.

Use this checklist to prepare.

- If this is your first appointment, bring a complete medical history.
- Make a list of your health questions/concerns. 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 specialists, hospitalizations, ER visits. Write down the reasons you visited the specialist, hospital, or ER.
- Make a list of any recent tests and their results.
- Bring in your medicines, vitamins, or remedies you use. Be sure to include prescription, over-the-counter, natural, and herbal medicines and vitamins.
- Take your insurance card or other insurance information with you to your appointment.
- If you wish, ask a family member or trusted friend to go to your appointment with you.

It's important that we receive medical records and test results from outside Bassett Family Practice so we can better coordinate your care.