

You don't have to go to the ER unless you really need it.

Emergency Room

Only use the ER when you or your family member could die or risk their health without immediate help.

Examples:

- When bleeding won't stop
- When breathing is very hard
- After a serious accident
- After a convulsion that lasts more than 3 minutes

Medical Home

For common illnesses, when you or your family member looks or acts sick:

- Fever
- Flu
- Sore throats, coughs

For problems that need care now:

- Infections
- Asthma
- Vomiting
- Injuries, sprains and cuts that need stitches

And as always for:

- Annual physicals and immunizations (as needed for wellness and prevention)
- Help managing chronic illnesses or conditions

During your appointment, use this handy checklist.

- Write down the names of your team members.
- Use a list of questions you've written down. 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 the answers.
- Talk with your team about what health issue to work on first.
- 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.
- Before you leave the office, be sure you know the things you need to work on before your next appointment.

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PATIENT CENTERED MEDICAL HOME



Welcome to Your Medical Home

A medical home is a team approach to providing total health care. Your medical home team will include your health care provider, others who support you, and – most importantly – you.

**You and your health care
are at the center
of your medical home team.**

What can you expect?

In a medical home, you and your team will work together. As an active member of the team, you will have a chance to explain the things that are really important to you.

- Your team can answer questions and help you better understand your health care needs.
- If you need to get help from other doctors, your team can support you every step of the way.
- When you have concerns about your health, your medical home team will work with you to determine the best way to deal with them.

Together, you and your team can work on a plan that:

- Is personalized or created just for you
- Is coordinated with other health care providers
- Connects you with your health care team

Working with your team may improve the quality of your health care and shorten the time it takes to get that care.

Your medical home can:

- Help you manage your health care
- Help answer your health questions
- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active part in your own health care.



What can you do to help?

Be an active team player

- Talk with your team about your health questions.
- Share your past health care successes and challenges.
- Tell your team about other health care professionals who care for you.
- Tell your team how you feel about the care you are getting from them.

Take care of your health

- Follow the health care plan you and your team have talked about. Make sure you understand how to follow the plan. Set goals you can reach. Once you begin to see results, you and your team can discuss adding new goals.

Talk openly with your team

- Tell your team if you are having trouble sticking with your care plan.
- Speak up if your care plan is not working. Tell your team what is not working so together you can make changes if needed.