

POLICY & PROCEDURE



TITLE: Medical Home Responsibilities				
Scope/Purpose: To communicate the role of a Medical Home practice to patients and their families				
Division/Department: All HealthPoint Clinics			Policy/Procedure #:	
Original Date: 7/24/14			<input checked="" type="checkbox"/> New <input type="checkbox"/> Replacement for:	
Date Reviewed:	Date Revised:	Implementation:	CPIC Approved:	Board Approved:
October 2015		10/13/2015	10/13/2015	
Responsible Party: Operations Officer; Administrator of HealthPoint Initiatives				

DEFINITIONS:

Medical Home	a model for care provided by physician practices aimed at strengthening the physician-patient relationship by replacing episodic care based on illnesses and patient complaints with coordinated care and a long-term healing relationship – National Committee on Quality Assurance (NCQA)
Coordinated care	the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient’s care to facilitate appropriate delivery of health care services ^[1]
Whole person care	includes the provision of comprehensive care and self-management support and emphasizes the spectrum of care needs, such as routine and urgent care; mental health: advice, assistance and support for making changes in health habits and making health care decisions – National Committee on Quality Assurance (NCQA)

POLICY:

1. HealthPoint practices a “whole person” orientation by being involved in all aspects of patient care.
 - a. This ‘whole person’ oriented care is communicated to patients by brochures and letters, staff and providers, and information posted in the waiting room lobby.
 - b. Care is coordinated across all care settings by the preferred provider and the care team.

2. Information about HealthPoint's office hours, where to seek after-hours care, and how to communicate with their personal clinician and team are provided to patients and families as follows:
 - a. By HealthPoint staff
 - b. On the HealthPoint website, www.healthpoint-tx.com
 - c. In the practice lobby entrance
 - d. On the after-hours outgoing phone message
 - e. In the HealthPoint patient brochures
3. A complete and current medical history is assured by obtaining comprehensive information regarding care including care received outside of HealthPoint.
4. HealthPoint gives patients access to evidence-based care and self-management support when appropriate.
 - a. Evidence based information is available during office visits from the Care Team and by visiting the practice web site. Self-management support is an essential part of the services provided by the Care Team, particularly those services for patients with important conditions.
5. HealthPoint provides a wide range of additional services available to all patients including, but not limited to:
 - a. Prenatal Care
 - b. Women's Health Services
 - c. Dental Services
 - d. Behavioral Health Services
 - i. All patients are screened for depression on an annual basis.
 - ii. If the patient needs behavioral health care, the patient's provider can treat the patient and/or refer the patient to HealthPoint's in-house Behavioral Health Department.
6. HealthPoint provides equal access to all patients regardless of insurance status, and if needed, will send patients through our eligibility screening and enrollment program to provide them with public health insurance coverage and resources for financial support for health care needs.
7. Information about the obligations of being a part of HealthPoint's Patient-Centered Medical Home is posted in the lobby, described on our patient brochures, provided by our staff and providers, and found on our website.
8. HealthPoint will provide a written understanding between the patient/family/caregiver and the practice, specifying the role of the medical home, the practice, and the patient/family/caregiver - "Patient-Centered Medical Home: Patient & Care Team Understanding".

PROCEDURE:

1. Upon Patient Checking-In

a. Upon checking in for their appointment, all patients will be asked if they have received information regarding our new Patient-Centered Medical Home Model. If they say “Yes”, no further action is required. If they say “No”, the front office staff will provide the patient with the following in their preferred language:

i. **PCMH Brochure** which includes the following information:

- a) Care is coordinated across multiple settings (2B1)
- b) Instructions for obtaining care and advice during office hours and when the office is closed (2B2)
- c) The patient’s role on the Care Team including providing us with their complete medical history (2B3)
- d) The care team’s use of evidence-based practices, self-management tools, and educational resources (2B4)
- e) Scope of services available within the practice and how behavioral health needs are addressed (2B5)

ii. **HealthPoint Brochure** which includes the following information:

- a) Offers a variety of healthcare services regardless of patient’s ability to pay. Accepts Medicaid, Medicare, CHIP, private insurance and uninsured (2B6)
- b) Provides information about potential sources of insurance coverage (2B7)

iii. **Medical Home Welcome Letter** which includes the following information:

- a) Care is coordinated across multiple settings (2B1)
- b) Instructions for obtaining care and advice during office hours and when the office is closed (2B2)
- c) The patient’s role on the Care Team includes providing us with their complete medical history and medical records from visits with other providers (2B3, 2B8)

iv. **Authorization to Use and Release Information** (for new patients only) which allows for the obtainment of medical records:

- a) HealthPoint requests that all new patients have their medical records from their former provider sent over to our office. (2B8)

v. **Patient-Centered Medical Home Patient & Care Team Understanding** which includes the following information:

- a) The roles and responsibilities of the medical home, care team, and patient

2. During the Patient’s Office Visit

a. A complete and current medical history is assured by obtaining comprehensive information regarding care including care received outside of HealthPoint:

- i. HealthPoint asks all patients information regarding their medical and social history including current medications, allergies and past medical history. Part of the MA rooming protocol is to do an initial interview with the patient and to enter the documentation into the EHR. All MAs are trained using this script for patient rooming during medical history and medication reconciliation:

Script: "What questions do you have about your medications? What questions do you have about changes to your medications since the last time you were here? What gets in the way of you getting your medications? What gets in the way of you taking your medications? What provider(s) have you seen since your last visit to HealthPoint or prior to HealthPoint? If you have seen another provider, we ask that you fill out this form so that we can get the notes. As well, if you see another provider, please provide them with our contact information so they can forward their notes to us." (2B3, 2B8)

RELATED POLICY:

Patient Registration and Orientation
Expedited Patient Registration and Orientation

REFERENCES:

McDonald KM, Sundaram V, Bravata DM, et al. Closing the Quality Gap: A Critical Analysis of Quality Improvement Strategies, Volume 7—Care Coordination. Rockville, MD: Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services; June 2007.

National Committee on Quality Assurance

REQUIRED BY:

2014 PCMH Standard 2: Team-Based Care
Element B: Medical Home Responsibilities
Factors: 1,2,3,4,5,6,7,8

Texas Department of State Health Services Primary Health Care

ATTACHMENTS/ENCLOSURES:

- Patient-Centered Medical Home Patient & Care Team Understanding (English/Spanish)
- Patient-Centered Medical Home Brochure (English/Spanish)
- Patient-Centered Medical Home Welcome Letter (English/Spanish)
- HealthPoint Brochure (English/Spanish)
- Authorization to Use and Release Information

POLICY/PROCEDURE TRACKING FORM

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