The Patient-Centered Care Team approach is a primary health care model for children, adolescents, and adults. We are dedicated to working together as a team to help you achieve your best quality of life.



Your Patient-Centered Care Team:

- Physician (MD/DO)
- Advanced Practice Provider (PA/NP)
- Registered Nurse Care Coordinator/ Case Manager (RNCC)





The **PATIENT-CENTERED CARE TEAM** (**PCCT**) respects the patient's right and provides the patient the opportunity to do the following:

- Obtain care from other clinicians of the patient's choosing within the primary care medical home
- Seek a second opinion from a clinician of the patient's choosing
- Seek specialty care.

After Hours Line (520) 550-6079

VISION

To be the premier Native American healthcare delivery system empowered to serve the lifelong needs of our people.

MISSION

To provide high-quality healthcare and improve the health of the Gila River and Ak-Chin Indian Communities.

PROMISE

We promise to treat you with dignity and respect.

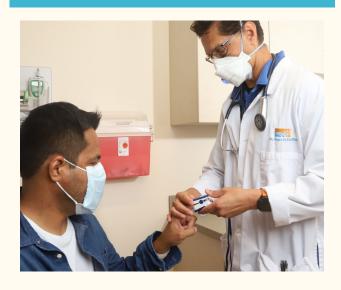
VALUES

Accountability · Commitment · Patients & Families Culture · Quality · Self Governance · Trust



WELCOME TO YOUR

Patient-Centered Care Team



Gila River Health Care's (GRHC) model of care involves working closely with patients and their families by recognizing their unique needs by respecting their culture and beliefs.

Your Patient-Centered Care Team includes these core functions and attributes:

Patient-centered care:

Relationship-based care focuses on the whole person and understanding and respecting each patient's needs, culture, values and preferences.

Comprehesive care:

The care team works to meet each patient's acute care and chronic care health needs.

Superb access to care:

Patients have access to services with shorter waiting times for urgent needs, enhanced in-person hours, and around the clock telephone access to members of the care team.

Systems-based approach to quality and safety:

Gila River Health Care uses evidencebased medicine and clinical decision support tools, engages in performance measurement and improvement, measures and responds to patient experiences and satisfaction, and practices population health management.

Coordinated care:

Care is coordinated across the broader health care system, including specialty care and the provision of community and support services

The role of your Patient-Centered Care Team is:



- Explain medical care and medications so you understand.
- Listens to your concerns, answers questions about your care, and assists you (the patient) with decision-making.
- Arrange additional testing or evaluation if needed.
- Arrange referrals for specialty care if needed.
- Provide clear instructions about care and treatment plans that you agree on.
- Assist with health education, health promotion, and basic assistance management.
- Help you find the appropriate team member for a specific service.



Your role as the patient:



- Schedule and attend your appointments.
- Call ahead if you are unable to make your scheduled appointment.
- Tell us your health history, symptoms, goals, and other important information about your health.
- Tell us about any changes in your health.
- Keep a list of all medications you routinely take and bring list to your appointments.
- Follow your provider's instructions and take your medications as prescribed.

