

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)
- Registered Nurse (RN)
- Medical Assistant (MA)
- Appointment Scheduler



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.

### Comprehensive 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 evidence-based 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.

Alternate contact name: _____	
Do you currently have or have you ever had _____?	
Yes	No
	Diabetes
	Hypertension (high blood pressure)
	Adult or congenital (angina)/heart murmur/surgery or procedure. Explain _____
	Family history of heart disease or related death of a family member before _____
	Stroke/TIA
	Asthma
	Lung/respiratory disease
	COPD
	Ear/eyes/nose/throat
	Musculoskeletal