



HealthWorks for Northern Virginia
Your Community Health Center

HealthWorks PCMH Philosophy of Care

WELCOME TO HEALTHWORKS FOR NORTHERN VIRGINIA

Your health and wellness are top priorities of ours and to give you/your child and family the very best care, we believe that doctors and patients must work together. This idea is called the **Patient-Centered Medical Home (PCMH)**. We work with you to manage your healthcare needs.

- ☆ Our care team works to provide affordable quality, family-centered and culturally sensitive healthcare in partnership with you/your child and family to assure that we meet your medical and non-medical needs. We are here to serve you regardless of your race, ethnicity, gender identity, residency status, insurance status or ability to pay.
- ☆ Our Certified Affordable Care Act Counselors will help you navigate the Health Insurance Marketplace to get the best health insurance coverage for you and your family.
- ☆ Our care team is responsible for providing assistance for all your healthcare needs and takes responsibility to coordinate and understand specialty care, educational services, self care, family support, and other public and private community services with other qualified professionals that are important for your overall health.
- ☆ Each patient has an ongoing relationship with a personal provider trained to provide consistent and comprehensive care. Therefore, it is important for you to select a specific provider who along with his/her care team is responsible for providing continuity of care and for coordinating care to you/your child and family. The members of the team may include the provider, nurse practitioner, nursing staff and Patient Care Coordinator, who work together to provide for the needs of each patient.
- ☆ We provide care by appointments scheduled with your selected provider or care team provider.
 - ✦ We always try to schedule visits with the selected provider and acute care/sick visits with the selected provider or care team provider.
 - ✦ We provide care by appointments by calling (703) 443-2000
 - ✦ If you have a question during business hours, please call 703-443-2000. If no one is available to assist you immediately, please leave a detailed message and someone will return your call as soon as possible, within 24hrs for urgent matters and within 48hrs for non-urgent or routine questions. If you have a life-threatening problem, please hang up and call 911 or go to your nearest Emergency Room. For any after-hours concerns, if you have a life-threatening problem, call 911 or go to your nearest Emergency Room.



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- ✦ If you/your child and family have a health problem that cannot wait until regular office hours, call 703-443-2000. The After-Hours Answering Service will have a nurse who will triage your problem and if the nurse cannot help you, she/he will determine if you/your child or family need to go to the ER, speak to the on-call provider (who will respond within 1 hour) or call the center the following day for an appointment or for further assistance.
 - ✦ The on-call provider has direct remote access to the EMR. She/he can obtain all patient records to answer patients' concerns after regular hours. The on-call provider is able to order prescriptions, labs or referrals; give medical advice, schedule an appointment or advise the patient to be seen in the ER or to call 911 immediately depending on the situation. The provider documents the call via Telephone Encounter and follows up as indicated within 24 hours. For clinical advice from the After-Hours Answering Service nurse, the information will be faxed to the provider the following morning and scanned into the patient record.
 - ✦ Non-urgent questions can be submitted electronically by the patient portal. A secure message sent after hours receives an automatic reply informing the sender that urgent situations require a phone call and life-threatening situations require a 911 call or for an immediate trip to the nearest emergency room. The provider will respond to all non-urgent matters within 48hrs.
- ☆ We can provide the best care if we know your health history.
- ✦ We ask patients/families to give us a full medical history and information about care obtained outside of our Center.
 - ✦ This includes information about medicines, medical history, test results, ways that you can help with your care or care for your child or child's condition at home, and hospitalizations or visits to the ER or specialists. Any records that you have in your possession should be given to your Patient Care Coordinator.
 - ✦ If you do not have ready access to this information, once you sign the medical release form in your registration packet, your Patient Care Coordinator can begin the process of obtaining your records from outside health service providers on your behalf and address any concerns you may have about this process.
 - ✦ We will ask you for this information, but it is your responsibility to provide complete and correct information so that we can provide the best care for you.



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- ☆ Our care team will give you/your child and family evidenced-based care.
 - ✦ We use Department of Health and Human Service Centers for Diseases Control and Prevention (CDC) guidelines for immunizations and growth charts based on your child's age, and for treatment for specific conditions. We will also provide you/your child and family with materials and support for self-care and self-management, such as AAP's *Bright Futures* patient education handouts in English and Spanish.
 - ✦ We also use the American Academy of Family Practice and the USPFTS guidelines for adult care.

As a medical home, we are committed to:

- ☆ Provide coordination of care across many settings: The goal of your care team is to assure that you get care when and where you need it. We take a team approach to whole person care, offering behavioral health services, dental services in addition to primary health care services including a guided care nurse to provide additional support to meet a broad range of your health care needs. Sometimes you may need to seek additional care outside of our Center. Following orders from the provider or nurse practitioner, our Patient Care Coordinator will help you coordinate your care with outside health care service providers to ensure seamless transitions.
- ☆ We want to be your partner in health. As a patient, you will actively participate in decision-making. Your feedback is sought to ensure that your expectations are being met.