

# Responsibilities

## *Our Responsibilities as a Patient-Centered Medical Home*

- Listen to your questions and concerns and explain disease, treatment and results in an easy-to-understand way
- Coordinate your overall care, sending you to trusted specialists if needed
- Give you clear instructions about your treatment goals and future plans for every visit
- Provide you with same-day appointments whenever possible
- Provide 24-hour access to medical care

## *Your Responsibilities to Your Medical Home*

- Communicate with all members of your care team about your health and needs
- Tell us when you see another health care provider so we can add them to your team and help coordinate your care
- Do your best to keep scheduled appointments, or if you can't, call to reschedule as early as possible
- Work with us to develop and follow a plan that is best for your health
- Feel free to ask questions about your care and tell us when you do not understand something
- Provide us with your health history, symptoms and other health information including any changes to your health

## *Our Facilities:*

### Crystal Coast Family Practice - Morehead City

505 N. 35th Street  
Morehead City, NC 28557  
**(252) 726-8414**  
(252) 726-9172 (fax)

Hours: Mon-Fri 7:30am - 5:00pm

### Crystal Coast Family Practice - Cedar Point

540 Cedar Point Blvd  
Cedar Point, NC 28584  
**(252) 393-6374**  
(252) 726-9172 (fax)

Hours: Mon-Fri 7:30am - 4:30pm

[www.crystalcoastfp.net](http://www.crystalcoastfp.net)



All of the Crystal Coast Family Practice medical facilities provide medical coverage 24 hours a day, 7 days a week.

If you have a medical problem that needs attention at night, on weekends or on holidays when our offices are closed, you may call the office number above for either the Morehead City office and press 2 or the Cedar Point office, press 8 and you will be transferred to the provider on call.

If you have a non-urgent medical problem that can wait until the next business day, please press 1 and leave a message. Your call will be handled by our staff the following business day.

# Crystal Coast Family Practice

*Your Patient-Centered  
Medical Home*



# Your Care

## *Patient-Centered Medical Home*

A “Patient-Centered Medical Home” (PCMH) is not a building, house or hospital but rather an approach to providing comprehensive health care.

Patient-Centered means that you and your health are the focus of your health care team.

Medical Home begins with your primary care office, where a team of professionals work together to provide you with a new, expanded type of care.



Our goal is to be your partner in health care by serving as your medical home. We are committed to make available to you a personal clinician who provides for all of your health care needs and coordinates your care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive health care.

# Your Voice

## *Principles of PCMH*

### **A Personal Clinician**

Coordinates all care for you and leads the team.

### **A Coordinated Team of Professionals**

Who work together for your care.

### **Whole Person Orientation**

Responsibility for all your care needs and arranging care with other professionals. This includes care for all stages of life; acute care, chronic care, preventive services and end of life care.

### **Coordinated Care**

Your provider and your team incorporate all components of the complex health care system.

### **A Focus of Quality and Safety**

Centralizing care in one place will assure your safety is always being met. We voluntarily engage in quality improvement activities.

*The health and wellness of our patients is our #1 priority.*

# Your Team

## *Why have we become PCMH?*

Our culture is one of continuous improvement with the result of providing high quality care for all patients. The PCMH model seeks to strengthen the provider-patient relationship. As our patient, you will enjoy an ongoing relationship with your personal clinician.



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<http://crystalcoastfp.followmyhealth.com>