

DURING YOUR APPOINTMENT, USE THIS HANDY CHECKLIST.

- Write down the names of your health care team members or ask for their card.
- Use a list of questions you have written down. Ask your most important questions first. Even if you cannot get all of your answers on your first visit, having a list will help you keep track of the answers.
- Talk with your health care team about what health issues to work on first.
- Use your own words to repeat back the items you have discussed with you health care team. This way, both you and your health care team will know the information is understood.
- Ask your health care team about how to reach them after hours.
- Before you leave the office, be sure you know the things you need to work on before your next appointment.



FNCH—CLINIC HOURS.

- Monday thru Friday, 8:00 am to 8:00 pm.
- Saturday, 9:00 am to 1:00 pm.
- Sunday, Closed.

WHAT TO DO WHEN THE CLINIC IS CLOSED?

- Emergency Problems?
Call 911 or go to an Urgent Care/Emergency Room.
- Urgent Medical Questions after hours?
Call the Nurse Advice New Mexico at (505) 715-4206.
- Patient Portal: myfirstnations.org
- Non-emergency medical questions?
Call your health care team during office hours.



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PATIENT CENTERED MEDICAL HOME

Welcome to your medical home.

A medical home is a team approach to providing total health care. Your medical home team will include your health care provider, your nurse, your medical assistant, others who support you, and—most important—**you**.



You and your health care team are at the center of your medical home team.

Phone (505) 262-2481

WELCOME TO YOUR MEDICAL HOME



Your medical home can:

- Help you Manage your health care
- Help answer your health questions
- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active role in your own health care.

WHAT CAN YOU DO TO HELP?

1. Be an active team member

- Talk with your team members about your health questions.
- Share your past health care experiences, successes and challenges
- Tell your team about other health care professionals who provide care for you.
- Tell your team how you feel about the care you are getting from them and other health care professionals.

2. Take care of your health

- Follow the health care plan you and your team have discussed. Make sure you understand how to follow your plan. Set goals you can reach. Once you see positive results, you and your team can discuss adding new goals.

3. Talk openly with your team

- Tell your team if you do not understand or you are having trouble sticking with your health care plan.
- Speak up if your health care plan is not working. Tell your team what is not working, so together you can make changes as necessary.



WHAT CAN YOU EXPECT FROM YOUR CARE TEAM?

In a medical home, you and your team will work together. As an active member of the team, you will have an opportunity to explain things that are really important to you.

- Your team can answer questions and help you better understand your health care needs.
- If you need to get help from other health care professionals, your team can support you every step of the way.
- When you have concerns about your health, your medical home team will work with you to determine the best way to address them.

Together, you and your medical home team can work on a plan that:

- Is personalized just for you
- Is coordinated with other health care providers
- Connects you with your health care team

Working with your health care team can improve the quality of your health care and shorten the time it takes to get that care.