

DURING YOUR APPOINTMENT, USE THIS HANDY CHECKLIST:

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



FNCH Zuni Clinic

5608 Zuni Road Albuquerque, NM 87108

Phone: 505-262-2481

Hours: Monday - Friday 8 am to 7 pm

Saturday 8 am to 12 pm

Dental Clinic

Phone: 505-262-6547

Hours: Monday - Friday 8 am to 7 pm

Saturday 8 am to 12 pm

Vision Clinic

505 Madeira Dr SE, Albuquerque, NM 87108

Phone: 505-944-7397 or 505-262-2481

Hours: Monday - Friday 8 am to 5 pm

Central Clinic

7317 Central Ave NE, Albuquerque, NM 87108

Phone: 505-308-8060 or 505-262-2481

Hours: Monday - Friday 8 am to 5 pm

FNCH Truman Clinic

625 Truman St NE, Albuquerque, NM 87110

Phone: 505-248-2990 or 505-262-2481

Hours: Monday - Thursday 8 am to 8 pm

Friday 8 am to 5 pm



WHAT TO DO WHEN THE CLINIC IS CLOSED?

- Emergency problems? Call 911 or visit the nearest urgent care or emergency room.
- Urgent Medical Questions after hours? Call FNCH's After Hours Nurse Advice Line at 505-715-4206.
- Access your Patient Portal: myfirstnations.org
- Non-emergency medical questions? Call your healthcare team during office hours.



Patient-Centered Medical Home

Welcome to Your Medical Home

A medical home is a team-based approach to providing comprehensive healthcare. Your medical home team will include your healthcare provider, nurse, medical assistant, and other support staff who work with you.

and

-most importantly-

you.

We are here for you every step of the way.



Achieved Accreditation by



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

WELCOME TO YOUR MEDICAL HOME



Your medical home can:

- ✓ Help you manage your healthcare.
- ✓ 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 have an active role in your own healthcare.

WHAT CAN YOU DO TO HELP?

1. Be an active team member

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

2. Take care of your health

- Follow your healthcare plan that 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 if you are having trouble following your healthcare plan.
- Speak up if your healthcare plan is not working. Inform your team about what is not working, so you can work together to make necessary changes.



WHAT CAN YOU EXPECT FROM YOUR CARE TEAM?

In a medical home, you and your team will work together. As an active team member, you will have the opportunity to share important aspects with others.

- Your team can answer questions and help you better understand your healthcare needs.
- If you need to get help from other healthcare 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 healthcare providers.
- Connects you with your healthcare team.

Working with your healthcare team can improve your healthcare experience and overall health and reduce the time it takes to receive care.