

## OUR RESPONSIBILITIES

- Listen to your questions and concerns; collaborate with you and include your preferences when setting your healthcare goals; explain disease, treatment and results in an easy-to-understand way.
- Coordinate your overall care, sending you to trusted specialists if needed.
- Provide instructions for obtaining care and clinical advice during and after office hours, and how to access all of the services we provide.
- Provide access to care that is based on proven research, patient/ family education and self-management support.

## YOUR RESPONSIBILITIES TO YOUR MEDICAL HOME

- To ask questions and be active in your care
- To provide your health history, symptoms, and other health information including any changes in your health
- To inform us whenever there is a problem with a medication you are taking
- To call our office first with your health concerns unless it is an emergency
- To inform us whenever you utilize any other health system such as the emergency room or a self-referral to a specialist
- To have a clear understanding about your treatment goals and future health goals

## OUR SERVICES

- |                       |                              |
|-----------------------|------------------------------|
| Primary Care Services | HIV / AIDS Case Management   |
| Behavioral Health     | Medicaid Case Management     |
| Medication Assistance | Senior Care                  |
| Pharmacy              | Dental Care                  |
| Diabetes Education    | Work Place Wellness Programs |

**Catawba County**  
**Catawba Family Care**  
 133 First Ave., SE, Hickory 28602

**Davidson County**  
**Davidson Health Services**  
 420 N. Salisbury St., Lexington 27292  
 102 Forest Park Drive, Thomasville 27360

**Gaston County**  
**GFHS Main**  
 991 West Hudson Blvd., Gastonia 28052  
**GFHS Pediatrics**  
 991 West Hudson Blvd., Gastonia 28052  
**Gaston Family Medical Center**  
 111 East Third Ave., Gastonia 28054  
**Highland Health Center**  
 609 North Highland St., Gastonia 28052  
**Bessemer City Health Care Center**  
 119 W. Pennsylvania Ave., Bessemer City 28016  
**GFHS Cherryville**  
 Adult and Pediatric Medicine  
 112 S. Oak St., Cherryville 28021

**Iredell County**  
**Statesville Children's Clinic**  
 518 Brookdale Drive, Statesville 28677  
**Statesville Family Medicine**  
 1022 Shelton Ave., Statesville 28677

**Lincoln County**  
**Helping Hands Health Center**  
 206 Gamble Dr., Lincolnnton 28092



**Gaston Family Health Services**

## YOUR PATIENT-CENTERED MEDICAL HOME



CONNECTING TO PATIENTS TO PROVIDE  
 ACCESS TO A COORDINATED CARE  
 DELIVERY SYSTEM

# WHAT IS PATIENT-CENTERED MEDICAL HOME?

# HOW TO SCHEDULE AN APPOINTMENT



## APPOINTMENTS

Phone: 704-874-3316  
Online: <http://gfhs.followmyhealth.com>

You will be able to schedule a well or sick visit, obtain medical advice or request a prescription refill.

For medical problems after-hours, call your medical home site - where you see your primary care provider.

## AFTER-HOURS NURSE ADVICE LINE

**Bessemer City Health Care Center**  
704-629-3465

**Catawba Family Care**  
828-894-4544

**Davidson Health Services**  
-Lexington  
336-243-7475

**Davidson Health Services**  
-Thomasville  
336-472-2101

**Gaston Family Health Services**  
704-853-5079

**GFHS Cherryville**  
Adult and Pediatric Medicine  
704-435-7954

**GFHS Pediatrics**  
704-853-5010

**Gaston Family Medical Center**  
704-874-3300

**Helping Hands Health Center (Lincolnton)**  
704-735-7145

**Highland Health Center**  
704-833-1550

**Statesville Children's Clinic**  
704-872-9595

**Statesville Family Medicine**  
704-838-1234

## PRINCIPLES OF PCMH

**A Personal Physician**  
Coordinates all care for you and leads the team

**Whole Person Focus**  
Responsibility for all your care needs, coordinating with other professionals through all stages of life: preventive services, acute care, chronic care and end-of-life care.

**Coordinated Care Team**  
Led by your chosen primary care provider, with you at the center, works together to coordinate all of your care, incorporating all parts of the health care system.

**Focus on Quality and Safety**  
Centralized care through your medical home to improve safety; proactive and continuous quality improvement to better serve and care for you.

All of the Gaston Family Health Services medical facilities provide medical coverage 24 hours a day, 7 days a week. If you or your child has a medical problem at night, on weekends, or on a holiday when the doctor's office is closed, you are still able to obtain non-emergency medical care. Call your doctor's office to learn how to reach the After-Hours Nurse Advice Line or the doctor on-call. You can also send a message through Follow My Health to reach a professional nurse who can help you or your child.

The nurse or doctor on-call will ask for information about the reasons that are making you or your child feel bad. The nurse will then decide if you need...

- ...to know that everything is okay.
- ...to get medical advice on what to do.
- ...to speak to a doctor.
- ...to speak to a doctor tomorrow.
- ...to go to the emergency room.



**Gaston Family Health Services**

A "Patient-Centered Medical Home" (PCMH) is how health care is delivered to patients. The medical home team in your doctor's office manages care and services for you —acting as the "center" of your care. A medical home can lead to higher quality care for patients, and improved care can lead to lower costs for all of us. A PCMH puts the patient at the center of the health care system and provides primary care that is:

- Accessible
- Family-Centered
- Compassionate
- Continuous
- Coordinated

## WHY GFHS HAS BECOME A PCMH

Patient-Centered Medical Home is a major part of our continuous effort to improve quality, safety, and efficiency within our organization. By replacing episodes of care with whole person care, we can help coordinate your long term health. We believe strongly that providing you with health education and helping you understand your health situation can contribute to better outcomes. GFHS being a PCMH does not affect your insurance coverage in any way. We will provide you enhanced care through same-day appointments and extended hours, and help improve interaction and communication with specialists, other care facilities, and the entire health care team.