

# Patient-Centered Health Home

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Welcome to WellSpace Health! - Your Patient-Centered Health Home (PCHH). PCHH is a team-based model of care designed to improve the coordination of your physical health and behavioral health care with an emphasis on your overall well-being.

## What this means for you, our patient

You are the center of a care system that is culturally aware, sensitive, and responsive. We focus on your **WHOLE** person: your mind, body, and spirit.

Your physical and mental health care needs, including prevention and wellness, acute care, and chronic care, are provided by a dedicated care team.

Your care team of health care professionals may include a primary care provider, behavioral health provider, case managers, health educators, support staff, Dental provider, counselor or nutritionist.

Your health care needs are coordinated both within WellSpace Health and across the broader health care community, including specialty care, hospitals, home health care and community services and supports.

We provide you with tools and resources to support your efforts in improving your health and well-being so you can reach your full life potential.

Your care is provided in a safe manner, using a trauma informed, recovery oriented approach to the care, treatment and services. We believe every patient is resilient; you have the power to recover.

There is no wrong door to access care. We want to ensure services are easily accessible, around-the-clock telephone and alternative methods of communication such as portal and telephone care available so you can connect with members of your care team.

## Your care team will:

**Learn about you.** Get to know you, your family, your life situation and preferences. We will make sure you understand your options of care. Answer your questions in a way you can understand, suggest treatments that make sense for you, and help decide what care is best for you.

**Treat you as a full partner in care,** communicate with you and ask you for feedback about your experience in getting care.

**Support your self-care.** Give you information about classes, support groups, or other types of services available to help you learn more about prevention, managing conditions you may have and tips on how to stay healthy.

**Assist you to set goals for your care** and identify steps to take to meet them at your own pace. Encourage you to fully participate in recommended preventive screenings and services.

**Teach you ways to advocate for yourself** and/or family and provide you with resources in our community. You are the most important member of the Health Home Team.

## Your role:

Actively participate in your care.

Learn about your condition and what you can do to stay as healthy as possible.

As best you can, follow the care plan that you and your medical team agree is important for your health.

Bring a list of questions to each appointment. Also, bring a list of medications, vitamins or remedies you use.

