

How to Get the Most Out of Your Appointments:

- 1) Write down questions that you may have for your care team.
- 2) If you see a specialist ask them to send the reports to your care team at PrimaryPlus.
- 3) Bring an updated list of medications (prescribed and over the counter), vitamins, etc. to each visit.
- 4) Bring your insurance and immunization information with you to your visit.
- 5) During the appointment ask questions and take notes. Ask the provider to explain anything that is unclear.
- 6) Ask your provider to explain your treatment plan and provide a written copy.
- 7) After the appointment, put all information in one place to prepare for the next appointment.
- 8) Familiarize yourself with your rights/responsibilities as a patient and address questions or concerns with your care team.

About Us...

Family Health Locations

Bracken

606.756.2117

After Hours Phone

606.759.5311

Ashland

606.324.0128

After Hours Phone

606.324.0128

Denham

606.759.0002

After Hours Phone

606.759.5311

Flemingsburg

606.845.0028

After Hours Phone

606-849-5000

Grayson

606.474.0669

After Hours Phone

606.474.0669

Maysville

606.759.0433

After Hours Phone

606.759.5311

Ripley

937.744.4343

After Hours Call

606.759.5311

South Shore

606.932.2271

After Hours Call

606.932.2271

Tollesboro

606.798.2072

After Hours Call

606.849.5000

Vanceburg

606.796.3029

After Hours Call

606.759.5311

In case of an emergency please call 911 or go to the nearest ER

Additional Services

*Dental

*OB/GYN

*Counseling

*Pediatrics

*Sliding Scale Discount Program

*Pharmacy

*Dermatology

*Urology

*X-ray/Ultrasound

Be Part of Our Medical Home Experience



Defining A Medical Home

A medical home is a medical office such as PrimaryPlus where you choose a provider led team of healthcare professionals who work together to provide a new, expanded type of care to patients. Having a medical home feels like having an “old style” family doctor, but with a team of medical professionals, using advanced knowledge and modern technology, to provide the best possible care for you in our offices.

“Helping doctors be better doctors and patients be better patients.”

A medical home is all about YOU. You and your care are the most important parts of the medical home approach. The care in a medical home is personal and the team’s job is to make sure you get the health care you need. By consistently scheduling with your provider/care team, you build a relationship that helps them to know you better and provide the best care that is consistent and coordinated. PrimaryPlus has always believed in caring for you and your family—we truly believe you are part of our family and with the medical home approach can work to provide you quality, evidence based care that is advanced and affordable.



How A Medical Home Works For **YOU**

In a medical home, your care team:

- Is available if you need them. You can contact your care team by phone. And we can get you an appointment quickly...often times on the same day.
- Knows you and remembers your health history. Our medical teams will get to know you (if they don't already) so that they can make a suggestion on treatment options that will work best for you.
- Makes sure **YOU** understand your condition(s) and how to take care of yourself. They help you sort through your care options and make sure you are active in making decisions about your healthcare.
- Will help you find specialists, get appointments, and make sure they have the information they need. Your medical home team will follow up with you to make sure you understand the information from your visit with the specialist.



Getting the Most from a Medical Home

What Your Care Team Will Do For You

1) Learn About You

- ⇒ Get to know you, your family, your life situation and your preferences by asking questions. Remember these details about you every time you seek care and suggest treatments that make sense for you.
- ⇒ Treat you as a full partner in your care.

2) Communicate with You

- ⇒ Give you time to ask questions and answer them in a way you understand.
- ⇒ Make sure you know and understand all of your options for care.
- ⇒ Help you decide what care is best for you. Sometimes more care is not better care.
- ⇒ Ask you for feedback about the care you received by asking you to complete a survey.

3) Support You in Caring For Yourself

- ⇒ Make sure you leave the office with a clear idea of how to care for yourself.
- ⇒ Help you set goals for your care and help you meet your goals one step at a time.
- ⇒ Give you information about classes, support groups or other types of services to help you learn more about your condition and stay healthy.

What You Can Do

1) Learn About Caring for Yourself

- ⇒ Choose a provider/care team and consistently schedule with your chosen team.
- ⇒ Know that you are a full partner in your own care.
- ⇒ Learn about your condition and what you can do to stay as healthy as possible.
- ⇒ Follow the plan that you and your medical home team have agreed is important for your health. If you have questions, ASK!
- ⇒ Inform your care team if you have concerns about your ability to care for yourself (for example: transportation, home situation or finances).

2) Communicate with Your Care Team

- ⇒ Always tell your medical home team when you don't understand something they said. Ask them to explain it in a different way.
- ⇒ Always tell your medical home team if you get care or medications from other health professionals so they can help coordinate the best care possible.
- ⇒ Always talk openly with your care team about your experience while receiving care so they can make your experience better. If you are unsatisfied with your care team, there are other teams available that might better suit your needs. Open communication is key so that we can help you get the most out of your medical home experience.