



Cape Fear Clinic

**AND**

## **THE PATIENT CENTERED MEDICAL HOME**

### **Patient Handout**

**TELEPHONE:** 910-343-8736      **FAX:** 910-343-1293

Cape Fear Clinic provides compassionate and affordable patient-centered healthcare to low income individuals and families in the Cape Fear region regardless of ability to pay, including adults who:

- Are uninsured & have incomes of no more than 300% of Federal Poverty Guidelines,  
OR
- Have Medicaid,  
OR
- Have Medicaid Managed Care
  - Amerihealth Caritas
  - Carolina Complete
  - Healthy Blue
  - United HealthCare
  - WellcareOR
- Have Medicare  
OR
- Have both NC Medicaid & Medicare (Dual Eligible)

**Cape Fear Clinic provides:**

- Primary Care
- Specialty Care
- Behavioral Health
- On-Site Pharmacy

We are proud to provide healthcare within the framework of a Patient-Centered Medical Home (PCMH). The patient-centered medical home (PCMH) is a model of care in which patients are engaged in a direct relationship with a chosen provider who coordinates a cooperative team of healthcare professionals, takes collective responsibility for the comprehensive integrated care provided to the patient, and advocates and arranges appropriate care with other qualified providers and community resources as needed.

The purpose of a Patient-Centered Medical Home is to provide care for the whole person through better access, a dedicated personal provider/team, and care that is coordinated across the entire health care system. PCMHs have been shown to improve the quality of patient care. A PCMH makes sure that patients receive care in the right place, at the right time, and in a way that best meets their needs.

What this means: As your medical home, we will provide you and your family with information, education, and tools to help you take better care of yourself. We are committed to providing you with the best care using the latest medical advances under the guidance of your primary care provider.

Cape Fear Clinic provides compassionate and affordable patient-centered healthcare to low income individuals and families in the Cape Fear region regardless of ability to pay. We are concerned about your overall health as a patient and aim to coordinate your care across multiple settings. We are a primary and specialty care practice, caring for adult patients in New Hanover, Brunswick, Columbus, and Pender counties. We have a variety of providers to serve your healthcare needs. We would like to partner with you in order to achieve optimal healthcare for you.

**Our office hours:**

Monday through Friday: 8:00 a.m. to 5:00 p.m. by appointment only.

If you need to schedule an appointment to be seen in the office, call us at 910-343-8736.

We keep same day only appointments available for urgent appointments.

**Our pharmacy hours:**

Monday through Friday: 8:00 a.m. to 4:00 p.m., closing 12:30 to 1:30 for lunch.

Call the pharmacy at 910-343-9993 for refills or to speak with the pharmacy staff.

**The Patient Portal** is the fastest and safest way to communicate with your provider. You can ask questions and receive advice and test results. You can use the portal to request an appointment. You can use the Patient Portal anywhere you have access to the Internet. To sign up: go to [www.capefearclinic.org](http://www.capefearclinic.org) or ask us!

If you need appointments or medical care **outside of regular office hours** you should:

- For a life-threatening emergency, call 911 to be seen in the nearest Emergency Room.
- For other urgent issues, you can call our office and you will be connected to VitaLine for further assistance or you can call directly at 910-667-5188.
- For non-urgent issues such as medication refills, scheduling appointments, or questions about your care, please contact our office during regular office hours or through the patient portal.

If you are seen in an **Emergency Room or at an Urgent Care**, please provide them with our fax number (910-343-1293) so that they can send a summary of information to us for continuity of care.

If you are seen by a **specialist**, please provide the phone number (910-343-8736) and fax number (910-343-1293) so that they can correspond with us about your care. This information will help us to effectively serve as your medical home. We will also help you to coordinate care with specialists as needed. We strive to provide the most up to date clinical care for you at all times. We use evidence-based guidelines in optimizing the way we manage and treat chronic and acute conditions as well as ongoing preventive health care.

We strive to involve you in your care. We provide self-management tools and patient education information.

For a short video that explains more about the Patient Centered Medical Home:

<https://www.youtube.com/@EmmiSolutions2011>

We have additional information about the Patient Centered Medical Home on our website at: [www.capefearclinic.org](http://www.capefearclinic.org)

## **Your Rights**

We understand that each of our patients has specific needs. Below is a list of your basic rights regarding your medical care.

- To be included in developing your plan of care
- Have the information you need to make informed decisions about your care
- Know who is responsible for managing your care

- Receive care that does not discriminate based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, gender identity, gender expression
- Receive safe care in a safe setting
- Receive help, when needed, to communicate effectively
- Receive care that respects your cultural and spiritual beliefs
- Receive help making sure you receive the care you want when you cannot speak for yourself (advance directive)

### **Your Responsibilities**

- Ask questions whenever you are not sure about something
- Provide complete and accurate health, medical, and insurance information, including whether you have recently been to the hospital, visited an urgent care center, or seen a specialist
- Provide an advance directive if you have one
- Let your care team know if there have been any changes in your health or condition
- Work with your care team to make a treatment plan and discuss anything that may keep you from following that plan
- Be responsible for following your treatment plan
- Understand that your right to be involved in your care does not include seeking treatment that is not medically necessary

### **Resources for patient education and self-management support:**

#### **Managing Chronic Conditions:**

<https://connectiontohealth.com/health-tips/everywhere-else>

<https://champsonline.org/resources/clinical-resources/patient-education-tools/patient-education-handouts>

#### **Asthma:**

<https://www.lung.org/lung-health-diseases/lung-disease-lookup/asthma/managing-asthma/create-an-asthma-action-plan>

#### **Chronic Obstructive Pulmonary Disease (COPD):**

<https://www.lung.org/lung-health-diseases/lung-disease-lookup/copd/living-with-copd/copd-management-tools>

#### **Depression:**

<https://champsonline.org/resources/clinical-resources/patient-education-tools/patient-education-handouts>

#### **Diabetes:**

<https://champsonline.org/resources/clinical-resources/patient-education-tools/patient-education-handouts>

#### **Hypertension (High Blood Pressure):**

<https://champsonline.org/resources/clinical-resources/patient-education-tools/patient-education-handouts>

#### **Overweight/Obesity:**

<https://www.myplate.gov/>

<https://www.nia.nih.gov/health/exercise-and-physical-activity#goalsetting>

**Need more information on a condition not listed above? Contact the clinic (910.343.8736) or ask at your next appointment!**