**What is a Patient Centered Medical Home (PCMH)?**
A Patient Centered Medical Home or PCMH is a new model of healthcare that strengthens your relationship with your doctor or provider by replacing episodic treatment with coordinated, preventive plans and long-term healing.

Your primary care physician leads a “team” that will take responsibility for your health by providing for your health care needs and arranging visits with other doctors or providers. Your doctor or provider will take advantage of the latest technology to prescribe, communicate, track test results, receive clinical support and monitor performance.

The result from this approach is to provide more personalized, coordinated, effective and efficient care. Ultimately, you receive care when and where you need it.

**How does the PCMH work?**
The Patient Centered Medical Home allows your doctor and your team to diagnose and treat you by providing:

- **Patient Centered care** which means you and your family are fully informed partners. Dedicated staff members help you navigate the health system, enabling you to seek the right treatment, in the right place at the right time.

- **Comprehensive care** from a team of providers who focus on the whole person, paying special attention to chronic disease and patients with complex health problems.

- **Coordinated care** is organized across all your encounters including specialists, hospitals, home health and community services. Your treatment will be documented and communicated to all your providers and institutions. Your electronic medical record will enable your doctor to see all aspects of your treatment.

**Accessible care** available in the form of same-day appointments through ADC EasyCare and 24/7 access to your health information through the ADC patient portal MyADC. By providing this access our team can focus on wellness and prevention for you and strive to reduce illness and chronic disease.

**Commitment to quality and safety** by continuously improving diagnosis and treatment through the use of health information technology and other tools. Your doctor or provider can monitor your health over time to improve diagnosis and treatment allowing you to make informed decisions about your health.

**What does the PCMH mean for you?**
You and your PCMH team will work together. As an active participant in your health, you will have a chance to explain what is important to you. Some of what you may expect as part of the PCMH team are:

- Your own primary care doctor.
- Team support if you need to see other doctors.
- Solutions from your team for your health concerns.
- Decisions based on research evidence.
- Best practice standards and technology, including EMR (electronic medical records), MyADC (patient portal) and other tools.
- Safe, quality, state-of-the-art diagnosis and treatment.
- Personalized plans created just for you.
- Increased access to our providers, services and improved overall treatment.

For more information about ADC’s Patient Centered Medical Home visit ADClinic.com.

**What can I do as a member of my PCMH team?**
Your participation is key to making the team approach work. As a team member we ask that you:

- Ask questions, share feelings and be honest with all members of your team about your health and needs. We want to help you understand your health plan and will provide information to keep you as healthy as possible.
- Unless it is a medical emergency, call your doctor or provider first for all health concerns.
- Do your best to keep your scheduled appointments. If you are unable to keep an appointment, please reschedule or cancel as soon as possible.
- Tell us when you see another provider so we can add them to your medical team to coordinate future care.
- Update your provider on medications, dietary supplements, over-the-counter medications or herbal remedies you are using.
- Work with us to develop and follow a plan that is best for your care.
- Before you leave the office, be sure you understand what you need to do before your next appointment.
- Register for MyADC (patient portal) so that we may provide you a method of communication with us 24/7.
- Contact us same-day, evenings and weekends if you feel your issue cannot wait. ADC’s EasyCare clinic is available 7 days a week at 512-901-4031.
- We welcome feedback in the form of surveys, phone calls or through our website to help us improve our services.
The Austin Diagnostic Clinic is a Patient Centered Medical Home.

Thank you for choosing The Austin Diagnostic Clinic for your primary care needs. We are committed to providing the best possible diagnosis and treatment for you.

That is why ADC has begun an initiative focused on giving you the best care at all times, even when you are not in one of our offices. We have adopted the Patient Centered Medical Home model to help us provide that commitment of care for you and your family.

Patient Centered is a way of saying that you are the focus of your health. We want to help you take responsibility for your treatment. We can only make recommendations, you have the power to decide to follow them. We invite you to join us in this Patient-Doctor partnership for better health and prevention.

Helpful Information

ADC Family Practice
Appointments: 512-901-4076
Cedar Bend Office: 512-901-4026
Circle C Office: 512-334-2509
Steiner Ranch Office: Winter 2013

ADC Internal Medicine
Appointments: 512-901-4059
Main Clinic Office: 512-901-4009
Westlake Office: 512-334-2403

ADC Pediatrics
Cedar Bend Appointments: 512-901-4066
Cedar Bend Office: 512-901-4016
Circle C Appointments: 512-901-4096
Circle C Office: 334-2504

ADC EasyCare
Same-day, evenings & weekend
Appointments: 512-901-4031

EasyCare North Austin
ADC Cedar Bend
2400 Cedar Bend Dr.
Baby & Child (2 mos-18years)
Monday-Friday: 3pm -8pm
Saturday & Sunday: 9am-5pm

Teen & Adults (8 years & older)
Monday-Friday: 3pm-8pm
Saturday & Sunday: 9am-5pm

EasyCare Southwest Austin
ADC Circle C
5701 W. Slaughter Ln., Bldg. C
Baby & Child (2 mos-18years)
Monday-Friday: 3pm -8pm
Saturday & Sunday: 9am-2pm

ADC Surveys
• Go to www.ADClinic.com
• Select "Patient Tools"
• Select "Patient Surveys"