

HERSHEY PEDIATRIC CENTER

Patient Centered Medical Home (PCMH)

What it means for you as a patient; what we as your care team will do for you;
and what we expect you to do for your own health.

PCMH means that you will be surrounded by a dedicated team of health professionals, working together with you, to optimize your health goals using the best evidence-based medicine and resources available for you today. Helping empowering you to take responsibility for your health and giving you the self-management support that you need to succeed.

Please note that we now have a patient portal for your private access to your visit notes, medications, allergies, lab/test results and educational resources. Please sign up at our front desk. Ask for the access codes

As your primary care provider/team we will:

- Learn about you, your family, life situation, and health goals and preferences. I will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all around well being.
- Keep you up-to-date on all your vaccines and preventative screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc...) and coordinates your care with them as your health needs change.
- Find appropriate behavioral help as needed (including specialists, support groups etc.)
- Be available to you after hours for your urgent care needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your conditions and all your options.
- Listen to your questions and feelings. We will respond promptly to you and your calls in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- When you join our practice, you will provide us with a complete medical history and inform us of care you obtained outside of the practice. Upon your first visit, we will have you complete new patient forms so that we may obtain all previous records you may have. Should you have any questions about this process, please contact our office manager.
- Come to each visit with any updates on medications, dietary supplements or remedies you are using, and with any questions you may have.
 - Keep scheduled appointments or call to reschedule or cancel as early as possible.
 - Understand your health condition and what you can do to stay as healthy as possible.
- Work with us to develop and follow a plan that is best for your health, if you have obstacles to this plan please discuss these fully with us.
 - Take medication as prescribed.
 - Contact us after hours only if your issue cannot wait until the next work day.
- If possible contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in my care team will receive all information related to your healthcare.
- Help you understand your insurance options, should you be uninsured – all children deserve equal care to stay healthy, please contact our billing specialist at (717) 533-7850 option 4.
 - Give us feedback to help us improve our care for you.

OFFICE HOURS:

Monday, Wednesday 8:30 am - 9:00 pm
Tuesday, Thursday, Friday 8:30 am- 5:00 pm

Our phone line is open at 8:30 am Monday - Friday

We have a triage service to answer your calls after office hours, weekends and holidays. They will contact a provider on call as needed. Any urgent needs will be taken care of by that provider.