

Your care • Your voice • Your team

What is a patient-centered medical home?

Patient-centered means that you and your health are the focus of your health care team.

Medical home begins with your primary care clinic, where a team of professionals work together to provide you with a new, expanded type of care.

Patient-centered medical home is a care approach that brings together an expert team focused on you.

Your medical home includes:

- **You**
- Your **primary care provider**
- Other members of your **health care team** including:
 - Medical assistants
 - Patient care coordinators
 - Nurse case managers
 - Pharmacists
 - Health educators
 - Behavioral health specialists
 - Community health providers
- **Coordination of all your care**, including:
 - Primary care
 - Hospital care
 - Specialty care
 - Community services and resources
- **Access to** your health care team in person or by phone



Colleen Thurman
Family Nurse Practitioner



Shana Alexander
Registered Nurse



Sharman Sams
Certified Medical Assistant



Alicia Rosales
Patient Care Coordinator

Your health care team promises to:

- **Partner** with you to help you meet your health care goals
- **Listen** to all of your concerns
- **Include you** in decisions about your health care
- **Explain** your health care instructions
- **Answer** all of your health care questions
- **Coordinate** all your health care needs, including prescriptions, lab work and specialty care
- **Respect** your cultural background and language preferences

What is your role on the health care team?

- Be an active partner in your care.
- Learn what you can do to stay as healthy as possible.
- Follow the plan that you and your health care team have agreed is best for you.
- If you have questions, ask!

When you come to your next appointment:

- **Bring a list of:**
 - Important things you want to discuss with your provider
 - Any medication changes since your last visit, including prescriptions, over-the-counter medications and herbal supplements
 - Any changes in your health since your last clinic visit, such as changes to your diet, breathing, skin or sleep
- **Bring any forms** that your provider needs to sign.
- **Let your team know** if you need a prescription medication refill.

Tools you can use between appointments:

- Review any notes from your visit
- Track your health goals regularly
- Keep a list of all your medications

Yellowhawk Tribal Health Center has met the standards of care to be recognized as a patient-centered medical home by the Oregon Health Authority and the Accreditation Association for Ambulatory Health Care.

How to reach your health care team for access to your care:

TEAM QUAEMPTS—CLINIC HOURS

Monday	7:30AM—5:00PM
Tuesday	1:00PM—5:00PM
Wednesday	7:30AM—5:00PM
Thursday	7:30AM—5:00PM
Friday	Out of Office

For appointments and referral questions call:

Alicia Rosales, PCC (541)240-8637

For medical questions or concerns call:

Sharman Sams, CMA (541)240-8638

For prescription refills call:

Pharmacy Refill Line (541)240-8690

For after hours medical questions call:

AMBS Call Center (541)966-9830

OUR VISION

Our Tribal community achieves optimal health through a culture of wellness.

OUR MISSION

Empower our Tribal community with opportunities to learn and experience healthy lifestyles.



Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

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Your team



Your Medical Home