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

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 THURMAN—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:
Elizabeth Kelley, CMA  (541)240-8638
Shana Alexander, RN  (541)240-8658

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.

Yellowhawk Tribal Health Center
46314 Timine Way
Pendleton, OR 97801
(541) 966-9830
www.yellowhawk.org