



12/28/2017

A Message to Our Patients,

In the coming months, Clinton Medical Clinic will be transforming our practice into a Patient-Centered Medical Home (PCMH). As we seek PCMH Recognition by the National Committee for Quality Assurance we will be implementing a number of changes to help improve how we care for your medical needs. Official PCMH Recognition is a reputable distinction that will further our mission of providing the “most comprehensive primary medical care to residents of Sampson and surrounding counties.”

As a patient you can expect:

- A Partnership between you, your Physician and your Care Team
- Available, Accessible and Coordinated medical care using Evidence-Based Guidelines
- Comprehensive management of all your preventive, acute, and chronic care needs
- Relevant and Accessible Educational and Self-Management Support Resources
- Emphasis on Efficient and Timely Service Delivery

Clinton Medical Clinic will continue to offer:

- Same Day Appointments with Expanded Hours (7:15 am - 5:30 pm (M-Th) and 7:15 am-5:00 pm Friday)
- Weekend hours with walk-in appointments Saturday 9:00 am-10:00 am and Sunday 1:00 PM-2:00 PM
- Afterhours Assistance through our UNC HealthLink Nurse Line

Your Physician, Physician Assistant or Nurse Practitioner will:

- Provide medical care that is right for you as he or she directs your care team

Your Care Team of Nursing Staff and Care Coordinators will:

- Serve as your Primary Point of Contact
- Plan for your appointment by reviewing your record and verifying all required documents are in place
- Ensure testing is completed, results are obtained, and that you are notified of your results in a timely manner
- Schedule and Follow-up on referrals, ensuring information is sent and received in a timely manner.
- Assist in the coordinate of hospital discharge follow-up appointments

In return, we ask that you

- Be an active participant in your health care
- Take charge of your health by assuming responsibility for aspects of your care
- Be prepared for your appointment by bringing a list of your medications and questions
- Follow the Care Plan your team has developed for you, and let your team know when you can't
- Call the clinic for advice before going to the Emergency Room in a non-emergent situation

**In CMC's Patient Centered Medical Home YOU are the most important part of the health care team!**