



Welcome to Twelve Corners Pediatrics, LLP!

Your Patient-Centered Medical Home...

Thank you for choosing Twelve Corners Pediatrics, LLP as your primary healthcare team. We are committed to providing you with comprehensive, coordinated high quality care. To help us do that, we have adopted a model of healthcare delivery called the patient-centered medical home.

What is a patient-centered medical home?

A patient-centered medical home is a system of care in which a team of health professionals works together with you, the patient, (and where appropriate, your family) to provide you with the best possible health outcomes. Your primary care provider leads the care team which may include nurses, medical assistants, receptionists, specialists and other health care professionals working together with you as the center of the care team. When you, as the patient, take an active role in your care, you can be sure you are getting the care that you need.

How does a patient-centered medical home benefit me?

In a medical home, your care team:

- Is available when you need us. We will tell you when our office hours are and how to get clinical advice 24/7, during and after office hours.
- Strives to know you and your health history so we can suggest treatment options that are optimal for your health.
- Will focus on preventive care to keep you as healthy as possible.
- Makes sure that you understand your condition(s) and how to best take care of yourself. We help you understand your care options and help you make decisions about your care.
- Help you coordinate your health care across the health care system, making appointments and making sure that specialists have the information they need about you to care for you.
- Uses technology to share records to help eliminate duplicate testing and make sure that all your health records are maintained in one place.

GETTING THE MOST FROM YOUR MEDICAL HOME

Your Care Team will:

1. Learn All About You

- We will get to know you and all aspects of your life which affect your health and well-being. We will update our records with your help each time you seek care.
- We will listen to your questions and concerns and treat you as a full partner in your care.
- Obtain information on your insurance coverage or give you information on how to obtain insurance coverage.

2. Communicate With You

- Clearly explain your health situation and make sure you are aware of all the options for your care.
- Give you time to ask questions and answer them in a way you understand.
- Help you make the best decisions for your care.
- Ask you for feedback about your patient experience and how we can better serve your healthcare needs.
- Provide you with the information you need to obtain care and clinical advice during office hours and when the office is closed. The specific roles of your care team will be explained to you.
- Clearly identify the roles of the various members of your health care team.
- Give you instructions on how to transfer records to our practice and how to obtain records from our practice. A member of our front office staff is always happy to help you.
- Provide you with information regarding potential sources of insurance coverage, as needed. A member of our front office or billing staff can provide you with information on financial support available to suit your care needs.

3. Provide Access to Evidence-based care, patient/family education and self-management support

- Provide treatment and recommend preventive services based on evidence-based guidelines for care facilitated by electronic medical records.
- Provide equal access to care regardless of your source of payment.
- Help you set goals for your care and help you meet these goals every step of the way.
- Give you and your family information to help educate about your condition and ways to stay healthy including providing information about community support groups and services.
- Coordinate your care across multiple settings and with specialists, when necessary, to provide you with the best possible care.

What You Can Do

1. Be in charge of your health

- Know that you are a full partner in your care.
- Learn about your health situation and what you can do to stay as healthy as possible.
- Understand that your lifestyle choices affect your personal health
- Understand your financial obligations related to your health

2. Participate in your care

- Follow the plan that you and your medical team have agreed is the best for your health.
- Help us to identify any barriers you may have in following your treatment plan.
- Take medications as prescribed or let us know why you are unable to do so.
- Keep scheduled appointments or reschedule them if a conflict arises.

3. Communicate with your care team

- Ask any questions that you may have about your care and be certain you get the answers that you need.
- Bring your list of medications, herbal supplements and vitamins to your appointment.
- Tell us if there is any change in your health or well-being since your last visit.
- Always tell your medical home team if you get care from other health professionals (including any hospitalizations) so we can best coordinate your care.
- Always give other providers or facilities your personal physician's information when seeking care outside of our office.
- Always speak openly of your experience with your care team so we can provide you with the best possible care.

Our Services:

In addition to routine and sick child care, we provide basic laboratory work such as mono tests, urinalysis, throat and skin cultures. More complicated tests will be referred to a nearby laboratory. Most lacerations can be evaluated and sutured here in the office. Suspected fractures will be evaluated and referral made for any necessary X-rays. Asthma attacks are treated in the office. Adolescent gynecology services are also available.

Individual conferences are welcomed by all of us, and time is reserved for them. If you have a problem that cannot be adequately addressed during a routine visit such as behavioral health needs, please ask to schedule such a conference.

How Will I Contact My Medical Home Team? (The practice will want to include the following elements and indicate how the practice staff is to be contacted and care received both during and after office hours)

- Practice address: Twelve Corners Pediatrics, LLP 1815 S. Clinton Ave., Ste 310, Rochester, NY 14618
- Practice telephone: 585-473-3535
- Practice hours: Monday through Friday 8:30 a.m. to 5:00 p.m. Saturday 8:30 a.m. to noon
- Telephone number to call after hours: 585-453-2470
 - *outside of normal office hours call 585-453-2470 and an on-call provider will return your call*
- After Hour Access to Care- We would like to remind you that we are available 24 hours a day and 365 days a year. We have Saturday morning hours, walk-in hours every weekday morning, same-day appointments every weekday and Saturdays and the on-call physician sees patients on Sundays and holidays. We know your children and they know us. Please call us first!
- **Our afterhours phone number is (585) 453-2470.**