

As your personal Physician, my responsibilities are:

Explain diseases, treatment and results in an easy to understand way. Listen to your feelings and questions which will help us make decisions about your care. Keep your treatments, discussions, and records confidential. Provide same day appointments whenever possible. Provide instructions on how to meet your healthcare needs when our office is not open through the Prime Healthcare Providers Answering Service which provides 24-hour access to medical care. Give you clear directions about medicine and other treatments. Send you to a trusted specialist, if needed. End every visit making sure you have clear instructions about expectations, treatment goals and future appointments.

As our patient, your responsibilities are:

Asking questions, sharing your feelings, and taking a active part in your care. Being honest about your history, symptoms, and any changes in your health and well-being. Taking all your medicines as directed. Inform us whenever there is a problem with the medication you are taking. Making healthy decisions about your daily habits and lifestyle. Keeping your scheduled appointments or reschedule in advance whenever possible. Calling our office first with your health concerns, unless it is an emergency. Being sure you leave our office with a clear understanding of our expectations, treatment goals and future plans.

Do you ever wonder why health insurance is so expensive?

Do you wonder why your medical bills are so high? Or why the United States spends more on health care than any nation in the world, yet ranks low in overall performance?

It is because **our current health care system is broken**. Doctors are paid for how many patients they see or how many procedures they perform, but not for time spent on preventive care.

Patients end up feeling disconnected and confused in our complex medical system. Many want to go to the doctor until they are really sick and then are forced to see specialists or get treated in the emergency room - which cost a lot of money.

Prime Healthcare Providers is trying to fix our broken system and have adopted the **Patient Centered Medical Home** as their delivery model.

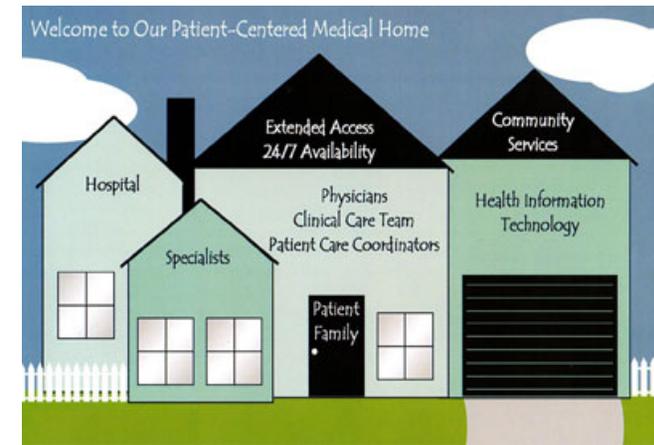


Prime Healthcare Providers

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Patient Centered

Medical Home



Partnering with your doctor

Patient-Centered Medical Home

A Patient-Centered Medical Home (PCMH) is not a building, house, or hospital, but rather an approach to providing comprehensive health care.

A Medical Home is called a “Home” because we’d like this office to be the first place you think of for all your medical needs. Our goal is to make it easy and comfortable to get the care you need in a way that works best for you.

As your healthcare provider, we are here to facilitate a personal partnership with you and your family to provide you with the best quality, comprehensive, and progressive primary care.



Why is Prime Healthcare Providers becoming a PCMH?

Our culture is one of continuous improvement with the result of providing high quality of care for all the patients we serve. We believe the Patient Centered Medical Home model will help us do this. By positioning your physician to provide, oversee, and coordinate all the care you need, the PCMH model seeks to strengthen the physician-patient relationship. It will replace episodic care based on symptoms and illnesses with coordinated, whole person care and long-term healing relationships. As our patient, you will enjoy an ongoing relationship with a personal physician. Your physician leads a team that takes collective responsibility for your care. The Medical Home also provides enhanced care through open scheduling, expanded hours, and fostering communication amongst patients, physicians, and staff.

Joint Principles of the Patient-Centered Medical Home

Personal Physician – Each patient has an ongoing relationship with a personal physician trained to provide first contact and continuous, comprehensive care. In addition, your personal physician leads a team of individuals who collectively take responsibility for your ongoing care.

Whole Person Orientation – Your personal physician is responsible for providing all your health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life: acute care, chronic care, preventative services, and end of life care.

Care is coordinated or integrated – Your physician and healthcare team will coordinate your care with other elements of the health care system, such as subspecialty care, hospitals, home health agencies, and nursing homes. They are also equipped to integrate this care with your family and any public or private community services that you may currently use or that may be of benefit to you. Your Patient Centered Medical Home uses a vast array of information technology, registries, health information exchange, etc... to make sure you get the care you need when and where you need it.

Quality and Safety – By centralizing your care in one place, the potential for errors is minimized. Moreover, by putting the focus on you, our patient, the quality of care is enhanced.

Enhanced Access to Care – Open scheduling, expanded hours and new options for communication between patients, their personal physician and practice staff (e.g. web-based patient portal) makes it easier and quicker to get the care you need

The health and wellness of our patients is the #1 priority of this office. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if I, your provider, and you, my patient, work together. This is the basis behind the Patient-Centered Medical Home.