Preparing for your Appointment

- Check our website for any forms that need to be filled out.
- Download and complete the forms prior to your visit.
- Write down any questions you would like to have addressed and bring them, along with your forms to your visit.
- Bring your Baby Book to be filled in.
- Remember we have evening and weekend hours.

www.pha4kids.com

Contact Us

(203) 452-8322

24 hour coverage
7 days a week

Bridgeport / Commerce Park
M - F 9:00am to 9:00pm

Fairfield
M - F 9:00am to 9:00pm

Shelton
M - F 9:00am to 5:30pm

Southport
M - F 9:00am to 5:30pm

Stratford
M - F 9:00am to 5:30pm

Trumbull
M - F 9:00am to 9:00pm

Holiday & Weekend Hours
are in our
Bridgeport, Southport & Trumbull Offices
Hours vary depending on the season.

PHA

Welcome to your Patient Centered Medical Home

PATIENT-CENTERED MEDICAL HOME
NCQA
RECOGNIZED PRACTICE

You are the most important person on the health care team.

Patient-centered is a way of saying that **you are the focus of your health care.**

Patient Centered Medical Home

A **Patient Centered Medical Home** (PCMH) means that you will be surrounded by a dedicated team of health professionals, working together with you, to optimize your health goals using the best evidence-based medicine and resources available for you today.

Helping to empower you to take responsibility for your health and giving you the self-management support that you need to succeed.

Our PCMH Responsibilities to You are:

- Learn about you, your family, life situation, and health goals and preferences. We will note these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventative screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc...) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your conditions and all your options.
- Listen to your questions and feelings. We will respond to you - and your calls - in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

Your Responsibilities in a PCMH are:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you are using, and with any questions you may have.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition and what you can do to stay as healthy as possible.
- Work with us to develop and follow a plan that is best for your health. If you have obstacles to this plan please discuss these fully with us.
- Take medication as prescribed.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible notify us before going to the emergency room.
- Agree that all health care providers in your care team will receive all information related to your healthcare.
- Learn about your health insurance coverage either from your insurer, or if you have additional questions about your benefits, contact our billing specialists at (203) 452-8329.
- Give us feedback to help us improve our care for you.