

*A medical home is a team approach  
to providing total health care.*

### **Team of Care Providers**

Your primary care provider (PCP) is the medical professional who knows you best and coordinates all of your care. Your PCP is part of a clinical team that consists of:

- Physicians
- Physician Assistants
- Nurse Practitioners
- Nurses
- Clinical Assistants

Together this team collaborates to provide the care you need, answer your questions between visits, and coordinate specialty care.

These people may also be part of your team:

- Certified Nurse Midwife
- Registered Dietitian
- Certified Diabetes Educator
- Mental Health Therapist
- Health Coach/Educator
- Licensed Social Worker
- Dentist
- Pharmacist
- Tagwii Counselor



### **Hours**

Regular business hours are 8:00 A.M. to 4:30 P.M., Monday through Friday. Fond du Lac clinics are not equipped to handle emergencies. Therefore, life-threatening situations are referred to the nearest hospital emergency room.

### **Pharmacy Hours at MNAW**

8:00 A.M. - 5:00 P.M.

### **After Hours Calls - Medical**

Calls made to 218-879-1227 after 4:30 P.M. are routed to an answering service. An on-call physician will return medical related calls after 4:30 P.M. and on weekends and holidays. Patients should call 911 for medical emergencies.

### **After Hours Calls - Social Services**

Advocates for domestic abuse, sexual assault, and general crime victims are on-call after hours and weekends at (218) 348-1817 or can be paged at (218) 725-9298.

### **After Hours Calls - Mental Health**

In the event of a mental health emergency, such as the threat of suicide, patients should contact Miller Dwan (218) 723-0099 or 1-888-826-0099 or 911.

### **Fond du Lac Human Services Division**

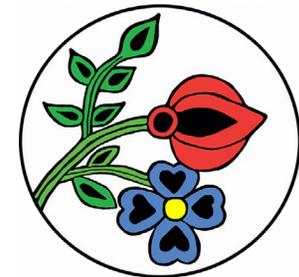
927 Trettel Lane  
Cloquet, MN 55720

P: (218) 879-1227 | F: (218) 878-3799

[www.fdlrez.com/humanservices](http://www.fdlrez.com/humanservices)

# *Welcome to your* **Patient Centered Medical Home**

*Fond du Lac Human Services Division*



*Good Health for All*

## Putting Patients First

*Fond du Lac Human Services Patient Centered Medical Home (PCMH)*

The PCMH is built on the foundation of all of our departments working collaboratively to build a relationship between you, your family, and the community. Fond du Lac Human Services is your health care “home” base for a care team that is focused on supporting, educating, and inspiring your efforts to achieve and maintain optimal health.

Being part of a PCMH means you have a whole care team, not just a single person, helping you manage your health. Together we are focused on your overall health and well-being.

## Elements of Your PCMH

### Support for Your Goals

Your care team will provide support at every visit for goal setting and action planning, to help you reach your health goals – from quitting smoking, to losing weight, to getting your blood sugar levels under control.

### Care Coordination

Your care team will provide referrals to community resources and speciality care when needed.

### Access 24/7/365

We provide access 24-hours a day, 365-days per year through the on-call physician service.

### Attention to Prevention

We'll remind you about important prevention care, immunizations and recommended health screenings. When problems are caught early, they're easier to treat!

### Patient Involvement

We respect patient, family, community values and the needs you express. If you have questions, please ask! We want you to understand your care and be actively engaged in decisions and choices.

### Consistency & Continuity

This means making sure you can see the same provider and care team, those who know you and your health history, whenever possible.

### Patient Experience

We'll seek feedback from you and your family about your health care experience and use your responses for quality improvement.

### Care Based on Medical Evidence

Your care team keeps up with current medical evidence, so you can benefit from the latest health recommendations.

### Chronic Conditions

We make it a priority to closely monitor conditions such as diabetes, high blood pressure and heart disease, so serious conditions get the extra attention they need.

### Effective Use of Technology

We use health information technology and analyze data to continuously improve performance, quality and service.

### Traditional Healing

Fond du Lac Human Services supports alternative and complementary medicine approaches, including Native American traditional healing.

## Your Primary Care Team

You are the most important member of your care team! You are included in all decisions about your care, and you help create a plan of care that is tailored to your needs, as well as your cultural and spiritual beliefs.

Ultimately, we want to help you take responsibility for your health – the power to give yourself the best care possible is in your hands! Achieve your best health by following these important guidelines:

- Feel free to ask questions about your care, tell us when you don't understand something, and ask for information on how to stay as healthy as possible.
- Communicate your health and needs with your care team.
- Share updates on medications, dietary supplements, or remedies you're using, including any issues you may have had with medicines.
- Tell us when you see another health care provider, including visits to the ER, so we can help coordinate your care.
- Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel at least 24-hours in advance.
- Contact us after hours if you feel your issues cannot wait until the next day.
- Take care of your health: follow the plan you and your care team have worked out for you.