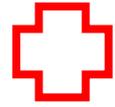


# Calvary Medical Clinic



*“Where Your Healing Begins”*

Dear Patient,

We would like to take this opportunity to welcome you to our practice and to thank you for choosing our physicians to participate in your healthcare. We look forward to providing you with personalized, comprehensive health care focusing on wellness and prevention. As continuity and coordination of patient care is essential in meeting your healthcare needs, our physicians, nurse practitioners/physician assistants, medical assistants and office staff work closely in a “team approach” to support your patient care. We specialize in medical care in the family practice, pediatric and OB/GYN areas of medicine.

Our office is open Monday through Friday from 8:00 a.m. to 5:00 p.m. and the Livingston and Cleveland locations are open on Saturday from 9:00 a.m. to 1:00 p.m. Every effort is made to see our patients for medical problems during daytime hours. Please note that our schedulers are available every day and will do their best to accommodate you. Booking an appointment is essential to ensuring all patients receive the time they require for quality medical care. After hours will be provided by the on-call provider, who can be reached by calling our office direct.

We would like to review a few of the office policies with you. We believe this will improve your understanding of how our office works, and will enable you to receive the maximum benefit from the medical treatment you will receive.

Our office policies are as follows:

- Your appointment time begins at the time noted on the appointment card. Our goal is to keep your waiting time, if at all, to less than 15 minutes.
- Should you arrive past your appointment time, we will do everything we can to ensure you receive the maximum benefit from your appointment. Please understand our commitment to outstanding service extends to all of our patients.
- It is important to the treatment plan that you keep all of your prescribed appointments. Should you need to cancel, kindly give 24 hours advance notice.
- We will call to verify your insurance benefits as a courtesy to you. You should, however, be aware of any limitations or stipulations your insurance may have regarding your medical care. We are not responsible for inaccurate or mistaken information from the insurance company regarding your benefits.
- Before you visit, please notify your health insurance company of your new primary care provider if required. We also request that you contact your previous physician and specialists to request that a copy of your medical records be sent to us.

Thank you for choosing Calvary Medical Clinic. Should you have any questions or comments, please do not hesitate to contact our office.

Yours Truly,

*Joseph Goin, MD*

Joseph Goin, MD  
Medical Director

## PATIENT-CENTERED MEDICAL HOME

### Welcome to your Patient-Centered Medical Home

Thank you for choosing us to be part of your health care team. We are committed to providing you the best health care possible by becoming a 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 work together to provide all of your health care needs. Our goal is to provide care that is personalized for you.

### Who is part of my medical home team?

Your primary care provider leads your care team. Other members include:

- Nurse Practitioners/Physician Assistants
- Nurses
- Medical Assistants
- Care Coordinators
- Practice support staff

The member of our team act as “coaches” who help you get healthy and stay healthy and provide the services that are right for you.

### What can you expect?

In a patient-centered medical home, we:

- Help you understand your condition(s) and how to take care of yourself. We explain your options and help you make decisions about your care. We provide you with educational material specific to your health.
- Know you and your health history. We know about your personal or family situation and can suggest treatment options that make sense for you.
- Provide appointments at times that are convenient for you.
- Address behavioral health issues. Our practice can screen and treat you for behavioral health issues (such as depression) and connect you with other providers.
- **Coordinate care to a trusted specialist, when needed.**

### Patient Portal (for non-urgent communication):

You can contact our office to get set up to access the Patient Portal. Once you have been web-enabled, you will be able to access your medical records at

<https://mycw13.eclinicalweb.com.portal667/jsp/login.jsp>.

- Our secure patient portal allows patients and care teams to interact, before, during and after office hours.
- Patients can send messages regarding scheduling appointments, medication refills and referrals through the patient portal.
- The patient portal allows patients to check lab and test results.

### After Hours / Urgent Care:

A provider is available 24/7 after hours for telephone consultation. Call our office and a provider will be paged for you.

**We want you to be involved in your health care decisions. How can you help?**

**Be an active team player:**

- Ask health questions so you understand your diagnosis and needs.
- Communicate with your medical home team.
- Tell us about your other health care providers, including visits to the emergency department or urgent care.

**Take care of your health:**

- Collaborate with the team to develop your health care plan.
- Set reachable goals
- Make sure you understand how to follow the plan.
- Tell your team if you have trouble following the plan or taking your medications.
- Review the plan and change the goals as needed.

**Have a checklist for your appointment.**

- Bring a list of your questions with you.
- As the most important ones first.
- Write down the answers.
- Before you leave the office, be sure you know what you need to do until your next visit.

**Office Hours**

For appointments, cancellations and prescription refills, please call our office during regular office hours. Patients can also use the Patient Portal to leave message for your provider at <https://mycw13.eclinicalweb.com.portal667/jsp/login.jsp>.

**Translation Services**

If you require a translator, please let us know in advance of your appointment and we will arrange for one of our Spanish speaking staff to translate for your medical care.

**Need Health Insurance?**

Apply for health insurance through the <https://www.healthcare.gov/> website.