



Your Patient-Centered Medical Home



WHAT IS A PATIENT-CENTERED MEDICAL HOME?

A Patient-Centered Medical Home is about YOU. It is an approach to providing total healthcare for you. With your medical home, you will join a team that includes your medical provider, your nurse, your health educator, and any other health care professionals. You may also include trusted friends and family members as part of your team, if you choose, to help you make the best choices for your health.

Services offered by LBU

- Pediatrics
- OB/Gyn
- Pediatric Dental Care
- Family Medicine
- Podiatry
- Behavioral Health
- Care Coordination
- Optometry
- Pharmacy
- Same Day Appointments

Appointment Line
(214) 540-0300

How Does a Medical Home Work for You?

In a medical home, your care team:

- **Is available 24 hours a day, 7 days a week.** You can communicate with your team by phone during the day or after hours. You can get an appointment quickly, even on the same day when needed. Call us at (214) 540-0300.
- **Knows you and remembers your health history.** They know enough about your personal or family situation to suggest treatment options that make sense for you.
- **Makes sure you understand your condition(s) and how to take care of yourself.** They will provide information in a language and format that you understand. Our staff are trained to support you and can arrange interpreter services if you need them. They help you sort through your options and make decisions about your care.
- **Helps you coordinate your health care, even if they are not providing the care themselves.** They help you sort through your options and make decisions about your care. You may ask for a referral or a second opinion at any time. They will help you find specialists, schedule appointments, and make sure specialists have all the information they need. Your care team will ensure that you know what the specialists say and what it means for your care.

For a complete list of your Patient Rights and Responsibilities, please see our separate brochure available at the front desk or online at www.LBUCommunityClinic.org



Who is Part of the Medical Home Care Team?

- This team may include a medical provider of your choice, a nurse, and a health educator, as well as other health care professionals, like a pharmacist, counselor, or specialist.
- These team members work together to help you get healthy, stay healthy, and get the care and services that are right for you.
- Your trusted friends and family members may also be part of the team, if you choose, and YOU are the most important member!
- Leadership at LBU is responsible for keeping your care safe, respectful, and centered on your rights.

What can you do to help the Medical Home Care Team help you?

Be an active team player

- Talk with your team about your health questions.
- Share the successes and the challenges you have had with health care in the past.
- Inform your team about other health care professionals who care for you.
- Explain to your team how you feel about the care you are getting from them.
- Bring your medications, or a list, to each visit so we can review them together and update your medical records.

Take care of your health

- Follow the health care plan that you and your team have worked out.
- Make sure you understand how to follow the plan that you and your team have prepared.
- Set goals you can reach. Once you begin to see results, you and your team can discuss adding new goals.

Share your result with your team

- Inform your medical team if you are having trouble following your care plan.
- Inform your medical team of what is or is not working so that together you can make changes as needed.
- Inform your medical home before going to the ER, after visiting the ER, or if you have been hospitalized.

HERE FOR YOU

For more information, to schedule an appointment, or to contact us after hours, please call 214-540-0300.

For more information please visit our website at www.LBUCommunityClinic.org



When do you visit your Medical Home?

- **Common illnesses**, when you or your family member looks or acts sick such as: fever, flu, sore throats, and coughs.
- **Problems that need care now** such as: infections, asthma, vomiting, injuries, sprains, etc.
- **Annual physicals and immunization** (as needed for wellness and prevention) and to help manage chronic illnesses or conditions such as diabetes or high blood pressure.



When do you visit the Emergency Room?

You should visit the ER when you or your family member could risk their health or life without immediate help.

Following are some reasons to go to the ER:

- When bleeding won't stop
- When it is difficult to breath
- After a serious accident or injury



Patient Portal

- The LBU Patient Portal is a secure on-line website where patients have convenient 24-hour access to their electronic health record.
- Enroll today or ask staff how to login to the NextGen Patient Portal for immediate access to your medical information.
- If something in your medical record is not correct, you may request a formal review to address your concerns and make corrections.

Locations

10.25



LBU West Dallas
809 Singleton Blvd.
Dallas, Texas 75212



LBU Pediatrics
3111 Sylvan Ave.
Dallas, Texas 75212



LBU Oak Cliff
4732 W. Illinois Ave.
Dallas, Texas 75211



LBU South Oak Cliff
5787 S. Hampton Rd.
Ste. 365
Dallas, Texas 75232



LBU at TD Marshall
School-Based Clinic
915 Brookmere Dr.
Dallas, Texas 75216