

What is a medical home?

Team Based Care Who's On Your Team?

The Southside Medical Center (SMC) medical home is a team based approach to serving patients. The team includes the patient, the Provider and the Clinical Personnel that you see when you attend your appointments – receptionist, Nurse or Medical Assistant.

The team may include other members from other departments in SMC – Referral Coordinators, Pharmacists, Patient Navigators, Counselors, Nutritionists, and Specialty Providers (i.e. cardiology, podiatry, optometry, ID specialists). These individuals provide more support toward achieving the best health outcomes.

Benefits of Team Based Care?

The medical home includes these five elements:

Patient-Centered

- Relationship-based
Focused on the whole person – body, mind, and life style routines
- Considers each patient's unique needs, culture, values, and choices
- Patients can choose their desired primary care provider and may change this at any time

Comprehensive

Our staff is accountable for meeting the majority of each patient's physical and mental health care needs, especially acute and chronic needs

Coordinated Care

We coordinate broader resources across the health care system for and with specialty care, hospitals, home health care, and community services and supports

Superb Access to Care

- 24 hour access to our scheduling services at 404-688-1350
- After Hour/Night Clinic
- New Patient Portal (provide your Medical Assistant your email address to access your requested medical information at www.NextMD.com)
- Electronic message response
- Improved call-back approach
- Same day and urgent appointment scheduling

Systems approach to quality and safety

- Closer attention to medical needs and better health with electronic records
- Chronic care tracking to help you reach the best outcomes

Integrated Service Areas

- Adult Medicine Women's Center Pediatrics
- Family Practice
- Dental
- Behavioral Health
- Specialty (i.e. podiatry, cardiology)
- Infectious Disease (HIV & AIDS Care)
- Patient Navigation and Coordination

Access your medical information through our Patient Portal!

Ask your Medical Assistant or Nurse for access support.





SMC Care Teams . .

Typically: Provider, Medical Assistant, LPN

- Adult Medicine Teams
- Women's Center Teams
- Pediatric Teams
- Family Practice Teams
- Team Supporters

Referral Coordinator: Melanie Carter
Dental Services Lead: Marlon Jackson, MD

Behavioral Health Clinical Director: Danica Landry, LPC, RN
Vision Services Lead: Katerin Ortiz, OD

Lead Patient Care Coordinator: Nadine Palmer



PATIENT CENTERED MEDICAL HOME

How do you get started?

Each SMC patient is a member of the medical home upon registration.

The best of the coordination supports fall into place when you present with the following:

- Multiple on-going health needs – like diabetes, hypertension, increased Body Mass Index, Depression, Pediatric Asthma, and Infectious Diseases.
- Once your team identifies these needs, you and your team will form strategies for the best health outcomes.
- When more direct support is needed for remembering appointments, staying committed to the plan, or simply accessing more community resources, the team gears up to provide these supports.
- You AND your team will follow how well your health is improving and if the plan is working.

Available at our 11 Locations



Patient Choice Medical HOME

For more information on PCMH locations visit

ChoiceHealthcareNetwork.com



Main Location
1046 Ridge Avenue, SW
Atlanta, GA 30315
404-688-1350

404-688-1350

TEAM BASED HEALTHCARE

