



Presbyterian's MyChart gives you secure online access to your medical records. MyChart makes you an active member of your care team and helps you keep track of all your medical information.

Using MyChart, you can:

- View summaries of previous visits
- View your allergy and immunization history
- Message your care team
- Request or make appointments
- Request prescription renewals

Making an appointment

Call a clinic to make an appointment. Depending on your healthcare needs, you may see different members of a care team. You may not always see your Primary Care Provider (PCP); however, your PCP works closely with your other team members to coordinate your care.



Presbyterian Patient Centered Medical Homes

Presbyterian Medical Group Primary Care Locations (Family Medicine, Internal Medicine and Pediatrics)

Monday - Friday, 8 a.m. - 5 p.m.
Extended hours available at some clinics.

Albuquerque

- 3901 Atrisco Dr. NW
- 8300 Constitution Ave. NE
- 5901 Harper Dr. NE
- 8800 Montgomery Blvd. NE
- 6100 Pan American Fwy. NE
- 5550 Wyoming Blvd. NE
- 401 San Mateo Blvd. SE
- 3436 Isleta Blvd. SW

Belen

- 609 Christopher Rd.

Los Lunas

- 200 Emilio Lopez Rd.

Rio Rancho

- 4005 High Resort Blvd. SE
- 3777 NM Highway 528 NE

Santa Fe

- 454 St. Michael's Dr.

Patient Centered Medical Home

Your home for comprehensive primary care



 **PRESBYTERIAN**
Medical Group

www.phs.org

A department of Presbyterian Hospital

Your Patient Centered Medical Home provides:

- Ongoing relationships with your healthcare team
- Quality care
- Primary care support for preventive and chronic care needs
- Evidenced-Based Care: Treatments, follow-ups, and advice based on current scientific research
- Shared decision-making and communication between you and your care team
- Health coaching to assist you in managing your own healthcare
- Coordination between your primary care physician, your specialists, and you, so that everyone is working together for your health

Your care team

Your care team is led by your Primary Care Provider (PCP), who is responsible for providing for all of your healthcare needs. Together with other members of the team, he or she will coordinate the services you need. Your PCP may be a physician, physician assistant, or a nurse practitioner. Other members of your care team may include:

- **Advanced Practice clinicians:** Nurse practitioners and physician assistants who work closely with your PCP to meet your healthcare needs
- **Behavioral health clinician:** Will focus on the mental, emotional, and behavioral aspects of your health.
- **Case manager:** For complex patients, will assist in coordinating your progress through the healthcare system.
- **Care manager:** Registered nurses who will provide support for health promotion and disease management.
- **Nurse and medical assistants:** Will support your PCP in providing you with healthcare.
- **Pharmacist clinician:** Will provide care for chronic diseases such as diabetes, high cholesterol, high blood pressure, and congestive heart failure and can help you manage your medications.

Making it easy to get the care you need

Your Medical Home provides a range of services for your specific needs.

Anticoagulation visits – You may have routine visits with a pharmacist clinician or a registered nurse who assist in monitoring your anticoagulation therapy needs.

Case manager visits – If you have complicated medical conditions, you may benefit from these services.

Care manager visits – If you have chronic conditions such as diabetes and hypertension, you may need extra support to manage your conditions. A care manager will assist you in developing a care plan and provide support for self-management.

Care team visit – To ensure that your medical needs are met in a timely manner, a team of nurse practitioners, physician assistants, pharmacist clinicians, and behavioral health clinicians will be available to assist with your care.

Nurse visits – You may schedule a nurse visit for routine medication orders, immunizations, follow-up blood pressure checks, and other health needs.

Telephone appointments – Some medical issues can be handled over the telephone with your provider. The care team or scheduling department will assist you with making these appointments when appropriate.

Video Visits – Most Presbyterian Health Plan members may have a video visit with a provider for their acute illnesses.



Preparing for Your Visit

Before and During Your Visit:

- Keep all of your scheduled appointments.
- Complete any lab tests and other procedures ordered by your care team.
- Write down a list of questions or concerns you have for your care team.
- Bring a complete list of your medications, or your medication bottles, including any vitamins or over-the-counter medications.
- Ask questions. It is important for you to understand and participate in the development of your care plan.
- Inform your care team of any additional care you have received from other providers.

After Your Visit:

- Follow the care plan you and your care team have discussed.
- Take all medications as prescribed.
- Complete all required labs and other procedures.
- Keep your care team informed of any changes.