



## Did you know?

What makes us unique is our patient management database which we use to monitor and coordinate patient care.

## We are accessible.

You can reach us in multiple ways: by phone, fax, mail, or online via our secured patient-portal.



Our on-call doctors are available after hours by contacting our main office numbers.

*(Please see back for our contact information)*

## Becks Woods

121 Becks Woods Dr  
Suite #100  
Bear, DE 19701  
**Phone:** 302-261-5600  
**Fax:** 302-836-4302

## Smyrna

38 Deak Drive  
Smyrna, DE 19977  
**Phone:** 302-261-5600  
**Fax:** 302-653-9563

## Dover

1113 S State Street  
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Dover, DE 19901  
**Phone:** 302-261-5600  
**Fax:** 302-450-3181

## Wilmington

600 Delaware Avenue  
Wilmington, DE 19801  
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[www.umclinic.net](http://www.umclinic.net)

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# Patient Centered Medical Home

*A better approach to healthcare.*

Welcome to YOUR  
**UNITED**  
Medical Home



*The place where you belong!*

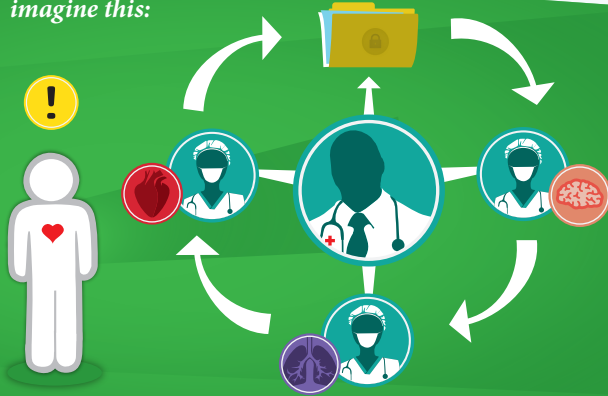
## Understanding:

# Patient Centered Medical Home

### What is a Medical Home?

Patient-Centered Medical Home is a model of patient care that uses a team-based approach and emphasizes care coordination and communication to provide quality care, help lower medical costs, and achieve an excellent patient care experience.

#### imagine this:



### Your role as a patient:

- **Communicate** closely with us.
- **Keep us up-to-date** with your medications, immunizations, allergies, conditions, tests, consultations, hospitalizations.
- Advise of any changes about you and your families' medical history.
- **Inform and authorize your other providers** to coordinate with us.
- **Participate** in decisions about your health
- **Follow** treatment plans and self-care management directions.
- Speak up and **ask questions!**

### We are there when you need help.

Our innovative technology enables our physicians to access your medical records anytime. This maximizes integrated care, so that we can first focus on you.



The foundation of a home is the relationship that binds its people. It is based on respect, confidence, and care.

**We value your health,** that's why we will ensure that you get the greatest value from your healthcare.

As part of our commitment to provide you with the highest standard of care, we **partner with you and collaborate with your other providers** to achieve the best quality tailored care we can offer.

### Our role as your trusted Healthcare Team:

- Provide a **safe and healthy** healthcare environment.
- **Partner with you** in making your healthcare decisions.
- **Coordinate with you**, your authorized representatives, and other healthcare providers.
- **Keep you informed and on-track** by providing:
  - Health Coaching
  - Self-Care Management Support
  - Health resources
  - Preventive care
  - Tailored care



#### WE VALUE:

- Safety
- Personalized and Comprehensive Care
- Communication
- Accessibility
- Coordination
- Continuity



### Did you know?

You can **prolong your life and lower the cost of your healthcare**, just by **taking control of your health!**

Having an annual exam with your provider can help assess and improve your overall health and well-being.

For questions or concerns about related topics, please call one of our offices and ask to speak with our Practice Administrator.



(Please see back for our contact information)