

## How to be a partner in your Medical Home:

### Talk to us

- Give us feedback on how the office works for you
- Talk with your care team about your health problems and concerns
- Ask your team how you can best take care of yourself

### Take care of yourself

- Set health goals that you feel you can reach
- Do things to reach your goals and lower your health risks
- Join support groups with people like you

### Learn how to manage serious illness

- Learn before you decide

### Look at different treatment options

- Create an action plan with support from your care team

### Be Safe

- Tell us about any medicines, supplements, and herbal or holistic products you take
- Talk with us about any safety concerns you have

NATIVE HEALTH also offers assistance with enrolling in health insurance plans as well as services like **AHCCCS** (Medicaid), **Health Insurance Marketplace** (Affordable Care Act), **KidsCare**, **Supplemental Nutrition Assistance Program** (SNAP), and **Temporary Assistance for Needy Families** (TANF).  
We also offer a Sliding Fee Scale.

### After Hour Emergencies

There is always an on-call provider available by phone. Please call the following phone numbers if you have an emergency after business hours:

NATIVE HEALTH (602) 787-3351

NHW Community Health Center (602) 787-3352

### MISSION STATEMENT:

To provide accessible holistic patient centered care, to empower our community to achieve the highest quality health and well-being.

#### NATIVE HEALTH Central

4041 North Central Avenue, Building C - Phoenix  
(602) 279-5262

#### NHW Community Health Center

2423 West Dunlap Avenue, Suite 140 - Phoenix  
(602) 279-5351

#### NATIVE HEALTH Mesa

777 West Southern Avenue, Building E - Mesa  
(480) 550-4048

#### NATIVE HEALTH WIC Locations:

(please call for appointment)

- NHW Community Health Center  
(602) 279-5351, ext. 3511
- NATIVE HEALTH Mesa  
(602) 263-1558
- NATIVE HEALTH WIC at 16th Street  
4212 North 16th Street - Phoenix  
(602) 263-1558
- NATIVE HEALTH WIC in Guadalupe  
9405 South Avenida del Yaqui - Guadalupe  
(602) 263-1558



[www.nativehealthphoenix.org](http://www.nativehealthphoenix.org)



## Your Medical/Dental Home Guide

Health begins with you: Health for Life

## Welcome

Thank you for choosing NATIVE HEALTH as your medical home. You have made a wise choice, and we are excited to build a long-lasting relationship with you and your family. By choosing NATIVE HEALTH, you have access to a range of services all under one roof. These services include:

### Medical Care

- Prevention including physicals and immunizations
- Prenatal / Pediatric care
- Diabetes and Chronic Care Management
- Sick Visits
- HIV and Hepatitis C Services
- Podiatry

### Dental Services

- Exams and cleanings
- Fillings
- Dentures
- Bridges
- Extractions
- Fluoride and Sealants

### Behavioral Health

- Mental Health
- Substance Abuse
- Psychiatric Care
- Domestic Violence
- Anger Management

### Community Health Programs

- Women, Infant, Child (WIC)
- Health Start
- Health Education classes
- Traditional Garden
- Nutrition Classes

### Additional Services

**Free transportation** - for appointments within a 15-mile radius of NATIVE HEALTH or NHW Community Health Center

**AHCCCS and Marketplace Enrollment**, in partnership with Arizona Department of Economic Security (DES)

**BackPack and Summer Food Service Program** - Daily meals for children under 18

**Community Legal Services** - Free legal assistance for patients and clients of NATIVE HEALTH and NHW.

## NATIVE HEALTH: Your Patient Centered Medical Home

**What is a Patient Centered Medical Home?** Simply put, you are the central focus of everything we do.

**The medical home team is made of:** You, your family and friends, the Primary Care Provider of your choosing and other support staff. NATIVE HEALTH also coordinates your care with hospitals, pharmacies, specialty providers, community programs, educators, and others.

**We want you to be the driver of your care**, at the center of all decisions. Your family and friends support you, give you care, and can help you make choices. We welcome you to invite them to be part of your care.

**Your Primary Care Provider (PCP)** may be a family doctor, physician assistant, or nurse practitioner. You establish a relationship with your provider for routine check-ups and screenings. Your provider knows your medical history and can help you find the right tests and specialty care to meet your needs.

**Other members of the medical home team** may include a nurse, the receptionist, the medical assistant, a counselor, a care coordinator, and other people you might come in contact with at NATIVE HEALTH.

**YOU are vital and the most important part of this team!**

### Your Medical Home is designed to provide the following benefits:

**Easy Access:** Same day appointments and after hours on-call providers.

**Team Approach:** Providers of various disciplines working together and communicating in a language you prefer and understand.

**Care Planning:** Your care plan considers your wishes, needs and lifestyle to help you make health choices and track your progress along the way.

**Care Tracking:** A team member contacts you about follow-up care after you see another provider, visit the emergency room, are discharged from a hospital, or have labs or imaging done elsewhere.

## Medical Home Patient and Provider Roles and Responsibilities

**As a patient and partner in my health care team, I will:**

- Bring all questions I have to my appointments
- Tell you how I am feeling and how it affects my life
- Ask you about things I do not understand
- Help you create my action plan and track my progress
- Let you know when I get care somewhere else
- Bring a list of all medicines, supplements, and herbal or holistic products I use to each appointment
- Fill my prescriptions on time, use them as prescribed, and tell you of any problems
- Ask for support or services when I need them

**As your health care team, we will:**

- Respect you and your family values and needs
- Ask you to take part in your health care
- Respect your culture and use language you understand
- Help you set health goals and create an action plan that you feel comfortable with
- Track the care you get from other providers
- Ask for your ideas on how we can improve your care
- Offer appointments at times when you can come in
- Explain test results and what will happen next
- Help you get support services when you need them
- Stay in contact with you as your partner in care

