



## NEWSLETTER

### New Services Improve Care

**“Cutting-edge” initiatives to improve patient care.** MedPeds is participating in a number of initiatives to improve your care. These initiatives are described in this newsletter.

### Health Information Exchange

**Imagine...** You have a bad infection and go to an emergency room. You are allergic to several antibiotics but cannot remember which ones. Wouldn't you want the emergency room physicians treating you to know?

**Health Information Exchange (HIE)**, is a way of sharing health information among doctor's offices, hospitals, labs, radiology centers, and other health organizations. In Maryland, CRISP (Chesapeake Regional Information System for our Patients) is responsible for developing and maintaining the HIE. The system allows doctors and nurses treating you, in a hospital or doctor's office, to access your **medical history, current medications and allergies**. Social security numbers, insurance and other non-medical information are not shared. Having medical information available when needed can save lives and save you from having unnecessary or costly services. CRISP follows all State and Federal laws to protect patient information. If you wish to opt out of the CRISP HIE see our website at [www.medpeds.net](http://www.medpeds.net) or call CRISP at 1-877-95-CRISP.

## **Text Messaging Keeps You Informed**

MedPeds uses **text messaging** to reach patients more quickly than telephone calls or emails sent to patients' homes or workplaces. Unlike phone calls and emails, text messages are convenient and can be read without having to log into a computer. We use texting for appointment reminders, normal lab results, prescription renewals and more. Ask our staff to add your cell phone number to your account today. If you prefer not to receive text messages, please let us know.

## **Patient Satisfaction Surveys**

Help us improve your experience as a patient at MedPeds or at a specialist's office by completing one of two **patient satisfaction surveys** available on our website at <http://medpeds.net/community>. The survey may also be completed in our office during your visit.

## **Race, Language, and Ethnicity**

We are collecting information about **race, ethnicity and language** from our patients. This information will help fulfill federal requirements for use of our electronic health record system. All information will be kept confidential. If you prefer not to answer these questions, just let our staff know.

## **Ask Me Why I'm Special!**

You may see our staff wearing buttons with this question. Our staff and doctors are helping to **improve care coordination for our patients**. Ask us why we are special and learn what we are doing to improve your care!

## **Maryland Patient Centered Medical Home Commencement Letter**

Attached to this newsletter is a **Commencement Letter** regarding our participation in the Maryland Patient Centered Medical Home (PCMH) program. For you, this means you are receiving care by doctors and staff committed to your better health. Please see the attached Commencement Letter for more details.



## Commencement Letter

Dear Patient:

We appreciate your choosing doctors Duncan, Eaton, Jalali, Plunket-Reid, Rosenstock, and Johnson-Weaver along with our nurse practitioner Debbie Davis at MedPeds, LLC as your primary care clinicians. We understand the importance of such a decision and want you to know that we are committed to providing you with comprehensive quality health care. As part of this commitment, MedPeds, LLC is proactive in offering important opportunities to our patients that we believe will benefit them and best meet their health care needs.

We are pleased to inform you that you will be among the first patients to be offered the opportunity to participate in an advanced primary care medical program, the **Maryland Multi-Payer Patient Centered Medical Home Program**. Our practice at Laurel, Maryland was selected through a competitive process to participate. This program will allow us to provide you with greater access to care through expanded hours and new services as we implement this model of advanced primary care services. The State of Maryland, through the Maryland Health Care Commission, has launched this Program in partnership with Maryland's primary care medical practices, consumer groups, health insurance carriers, the Maryland Department of Health and Mental Hygiene, and many representatives from Maryland's health care institutions. We believe that the Maryland Multi-Payer Patient Centered Medical Home Program will provide important resources and tools in order for us to better meet/address your medical needs at no additional cost to you. We are excited about this opportunity and would like for you to understand the benefits this new program will provide to you.

### **What is a Patient-Centered Medical Home?**

The Medical Home is an innovative, team-based approach to providing health care services. A partnership develops between the patient, his or her primary clinician, and a health care team. Together, following evidence-based guidelines for medical care, the team will coordinate to provide the best health care services possible for you.

### **What are the changes and additional benefits that I can anticipate?**

#### Team Based Care:

- One of us will remain as your Primary Care clinician. However, we will have a team of nurses and support staff to work with you to meet all of your health care needs. New information systems tools will assist us (along with other resources) to provide personal medical care that is optimal for you.

#### Improved Health Access and Communication:

- For urgent care issues during working hours, your Primary Care clinician (or another one of our team members) will see you on the very day that you have an urgent health care need. You will need to simply call the main office number during working hours to schedule a same-day appointment with us. Many urgent health care needs, including lacerations, can be handled by your Medical Home team. You will then avoid having a prolonged and expensive visit to the Emergency Room.
- If an urgent care issue arises outside of our normal clinical care hours, call our office telephone number and follow the instructions that you will be given to reach the on-call clinician. **Please continue to call 911 for all emergencies.**

- Routine and follow-up care will be provided in a timely manner. Your Medical Home Team will be monitoring your medical needs and will proactively contact you to schedule follow-up appointments if they are not already arranged.
- Your Medical Home Team will help to coordinate your specialty appointments. We will act as your advisor and advocate in making sure that all testing, procedures, and specialist appointments are appropriate and coordinated in an efficient and high quality fashion.
- Your Medical Home Team will also develop a personal care plan to help you obtain the best possible health outcomes. Working together, we can understand your potential health risks and address them before they become chronic problems.

#### **How will I contact my Medical Home Team?**

- You may contact your Medical Home Team directly to arrange an appointment or to discuss your health care needs by calling 301-498-8880 Monday – Thursday between the hours of 8:00 am and 4:30 pm, and Fridays between 8:00 am and 3:30 pm. In order to allow us to provide our best primary care services, please let our Medical Home Team know if you see any other health care provider. Also, please remind any health care provider that you may see to forward reports to us regarding your condition and treatment. This will allow us to best coordinate your clinical care.

#### **How do I learn more about the Patient-Centered Medical Home?**

- The following websites provide more detailed information about the Patient Centered Medical Home and its benefits to patients.
  - <http://mhcc.maryland.gov/pcmh/>
  - <http://pcpcc.net/consumers-and-patients>
  - [www.medpeds.net](http://www.medpeds.net)

#### **What do I do next?**

- If you are interested in participating in the program, all you need to do is continue to receive your care from our practice at this location. We have already confirmed with your health insurance carrier that you are eligible to participate.
- If you do NOT want to participate in the program, please complete a copy of the Opt Out notice available on our website and return it to us within 30 days of receipt of this letter. If you choose not to participate, you are still welcome to be our patient and to receive care as you always have.

We are excited to be able to provide you with this opportunity and are confident that you will be pleased with MedPeds' Patient Centered Medical Home approach. We look forward to partnering with you in this endeavor. If you have any questions about this new delivery system, please feel free to contact us.

Sincerely,

Dr. Angela Duncan  
Dr. Seth Eaton  
Dr. Reema Jalali  
Dr. Joi Johnson-Weaver  
Dr. Karen Plunkett-Reid  
Dr. Jill Rosenstock  
Debbie Davis, CRNP