

Patient-Centered Medical Home—the Basics

Mercy Medical Group is honored to be recognized by NCQA as a Patient-Centered Medical Home (or PCMH). Simply put, it is a strategy for keeping patients healthy instead of just treating them when they are sick. Your physician leads your care team of nurse practitioners and physician assistants (APPs), and other essential medical professionals. This team will coordinate evidenced based care for all aspects of your health across the different care settings—outpatient, inpatient and nursing home, if necessary.

The PCMH model is proactive. Preventive services like vaccination and cancer screening are emphasized. Ongoing medical conditions, such as diabetes, are monitored and managed by your care team. Care managers help make sure the appropriate screenings, lab work, and appointments are scheduled and attended. Advanced practice providers work closely with your physician to evaluate your condition and provide personalized attention.

You, the patient, are also a key partner. You are at the center of this model dedicated to your general wellbeing. The benefits include:

- Improved access to care
- A holistic approach
- Greater patient engagement and wellness

Contact Us

Find services and clinic location information at dignityhealth.org/mmg.

My Care—Patient Portal

My Care makes it easy to communicate with your doctor, review lab results, view upcoming appointments, and more. Enrollment is easy. Just ask one of our staff members to assist you, or call our support team at **(877) 621-8014**.

Same-Day Care

For conditions such as flu, colds and sore throats, we offer same-day care. To schedule an appointment, call your primary care physician's office. If your PCP is unable to see you, you may be referred to one of our same-day care locations which provide same-day treatment for non-emergency medical conditions. **Open 7 days a week.**

Express Primary Care

3980 Douglas Blvd., Ste. 110
Roseville, CA 95661
(916) 293-4400

Urgent Care

3000 Q St.
Sacramento, CA 95816
(916) 733-3377

Online Scheduling and Video Visits

Mercy Medical Group also offers video visits, as well as online scheduling for many of our primary care and pediatric physicians, visit dignityhealth.org/book-mmg.

Access Nurse Service

We offer a free access nurse service for primary care patients (family medicine, internal medicine and pediatrics). If you have a medical concern, you should first call your PCP. If you are unable to reach your PCP, the caring registered nurses at Access Nurse can provide confidential guidance and help you determine whether you should go to the emergency room, visit an urgent care clinic, or treat your symptoms at home. Access Nurse is available 24 hours a day, 365 days a year at **(877) 944-1058**.



Greater Access, Satisfaction and Outcomes

Benefits of the “Patient-Centered Medical Home” Model of Care



Your Health Care Team

Primary Care Physician (PCP)

Leads the team and makes the important decisions

Your primary care physician may identify and address undiagnosed health concerns as well as oversee care of ongoing medical conditions. Your PCP is the leader of your “Home” team and works with its members to support your needs.

Nurse Practitioner (NP), Physician Assistant (PA)

Partners in your treatment and care management

Nurse Practitioners and Physician Assistants are advanced practice providers you will often see during your visit. They work alongside your PCP to determine the best plan of care. They are qualified to diagnose medical problems, order treatments, and make referrals for common medical conditions. They are also specially trained to provide education specific to your condition.

Medical Assistant

Your primary care physician’s “right hand”

Medical assistants prepare you for your office visit. They obtain your vital signs and review why you are visiting. They remind you of labs or other tests that should be done before or after your appointment. They relay messages from you to your PCP, assist with scheduling, and help arrange the services you need.

Care Manager

Ensuring your overall health care needs are met

The care management team includes registered nurses, a licensed clinical social worker, and population managers who help by providing you community resource information, coordinating outside services, delivering education on personal health care management, and reaching out when you are overdue for an appointment or screening.

Registered Nurse (RN)

Treatment education and support

Registered nurses work side-by-side with your primary care physician to develop your health care plans and goals. They will provide you with information on your condition and prescribed medication, and can provide coaching on self-care. They are available via telephone during physician office hours for any questions you may have about your treatment and care plans.

Specialized Patient Educator

Provide condition-specific and/or medication-specific instructions

Your PCP may decide you would benefit from additional education specific to diabetes and/or medications and will refer you to the care team’s educators.

Point of Service Staff

Administrative excellence

The point of service staff check you in for your appointment. They are responsible for to your contact and billing information and can help you select a PCP. They can also help you sign up for our patient portal. The point of service staff will coordinate appointments within Mercy Medical Group with different primary care and specialty providers and/or services. They also work closely with medical assistants to make sure your visit runs smoothly.

Before Your Next Appointment

In order for your health care team to be effective as a “home” for your medical care, it is important for you to provide us certain critical pieces of information.

Please be sure we know:

Who you want as your primary care physician

You may have chosen a PCP, but have found another provider you prefer. You can change your PCP when you check in for an appointment or by calling **(916) 379-2888**.

Any outside care you’ve received

To help ensure well-coordinated care, please make sure your health care team is aware of any outside care or treatment you have received. Bring immunization records (including flu shots) and a list of questions with you to all visits. If you have had a screening, such as a mammogram or colonoscopy, please let your team know. Notification is not necessary if you are seeing a specialist within Mercy Medical Group.

All the medications you are taking

We encourage you to bring in your current medications or bring a list, including medicine names and dosages, to your appointment. Please include both prescription and over the counter medications. If your medications are changed by a provider other than your PCP, please confirm that they have been notified of the change.

