

How You Can Get the Most Out of Your Medical Home



- // Make a commitment to live healthy and take ownership in your healthcare.
 - // Communicate with all the members of your care team about your health needs.
 - // Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list and bring this list to your appointment.
 - // Bring a list of medicines, vitamins and supplements you take to every appointment.
 - // Tell us when you see another healthcare provider so we can add them to your team and help coordinate your care.
 - // Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel as early as possible.
 - // Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible.
- // Work with us to develop and follow a plan that's best for your health.
 - // Offer any feedback you might have to help us improve our care.
 - // Securely track and monitor your health information online anytime with MyHealth. This secure patient portal will allow you to request an appointment, view test results, request a prescription refill and communicate with your provider. You can sign up by visiting www.iowaclinic.com/myhealth.
- > E-communicate with your providers (non-emergent questions). Receive a response within 2 business days.
 - > View test results when requested.
 - > Prescription refill request. If you decide to call for a prescription refill, it must be done during business hours. REMINDER: Narcotic refills will not be done after business hours.

Primary Care Locations

Altoona
Family Medicine
160 Adventureland Drive, #C

Ankeny
Family Medicine
1410 SW Tradition Drive

Internal Medicine
1410 SW Tradition Drive

Pediatrics
1410 SW Tradition Drive

Des Moines
Internal Medicine
1215 Pleasant Street, #206
1221 Center Street, #8

Indianola
Family Medicine
1504 N 1st Street

Johnston
Family Medicine
5501 NW 86th Street, #300

Urbandale
Family Medicine
4323 NW Urbandale Drive

Internal Medicine
4323 NW Urbandale Drive

Waukee
Family Medicine
120 NE Dartmoor Drive

West Des Moines
Family Medicine
5950 University Avenue

Internal Medicine
5950 University Avenue

Pediatrics
5950 University Avenue

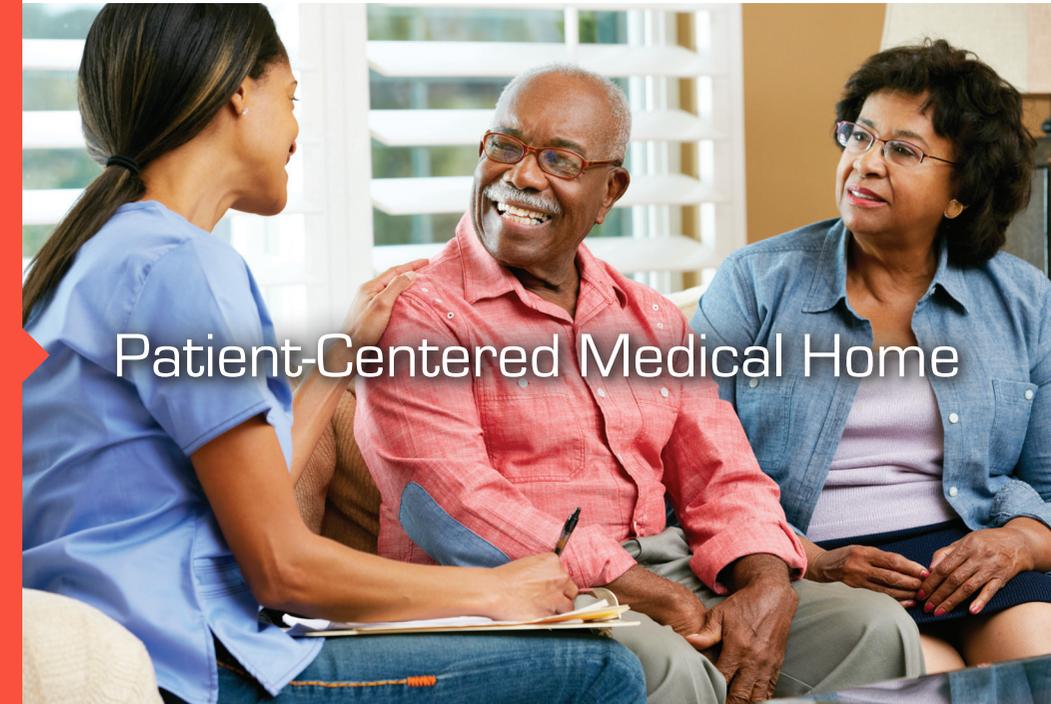
Urgent Care Locations



1410 SW Tradition Drive, Ankeny
Monday - Friday, 7am - 7pm
Saturday & Sunday, 8am - 3pm

5950 University Avenue, West Des Moines
Monday - Friday, 7am - 7pm
Saturday & Sunday, 8am - 3pm

AVERAGE WAIT TIMES 30 MINUTES OR LESS



Patient-Centered Medical Home

iowaclinic.com

A New Approach to Your Healthcare

A medical home is an innovative, team-based approach to providing healthcare. This team includes you, your personal physician, Advanced Practice Providers (APP's) and other support staff from the clinic such as nurses and schedulers.

dedicating our lives to taking care of yours



Patient-Centered Medical Home

Proactive, Coordinated and Preventative Care
Delivered by a Team



Access to Care and Information

- // Same day appointments in most cases
- // MyHealth*
- // Imaging and lab services

Care Management

- // Wellness promotion
- // Disease prevention
- // Chronic disease management
- // Patient reminder program
- // Mental health wellness

Health Information Technology

- // Electronic medical records to ensure continuity of care when you are seeing an Iowa Clinic physician
- // Electronic orders and reporting
- // Electronic prescriptions
- // Patient access via MyHealth - patient portal

Quality and Safety

- // It is our responsibility to provide the most up to date treatments. We actively review and monitor our practice to provide a safe environment for patients and visitors.
- // We value your feedback and conduct ongoing patient satisfaction surveys.

Care Team

- // Physician-led team with knowledge of your patient history
- // Shared goals
- // Effective communication
- // Patient participation

Care Coordination

- // Multispecialty team
 - > Specialist care
 - > Primary care
 - > Behavioral health
- // Care transition for inpatient and outpatient
 - > Skilled nursing
 - Hospitals
 - Home healthcare

* MyHealth is a secure, online tool that keeps you connected with your care team. Features include appointment request, test results, prescription refill request and patient to provider communication. Register today at iowaclinic.com/myhealth.

Responsibilities of Your Healthcare Team

1. Get to Know You

- // Your provider will learn your health story. We will update records every time you seek care and suggest treatments that make sense for you.

- // Listen to your questions and feelings and treat you as a full partner in your care.

2. Communicate with You

- // Explain your health situation clearly and make sure you know all of your options for care.

- // Provide answers in a way you understand.

- // Help you make the best decisions for your care.

3. Support You

- // Help you set goals for your care and help you meet these goals every step of the way.

- // Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

- // Send you to trusted Specialists when necessary.

4. Maintain Your Records

- // With input from the patient we will track continuity of care from Primary Care Providers, to Specialists to hospitalizations.

5. 24-Hour Access for Emergencies

- // Provide instructions on how to meet your healthcare needs when our offices are not open through our answering service, which provides access to a healthcare provider 24 hours a day. Remember, when it's not an emergency, you can send secure messages to your provider via MyHealth.

