Your Medical Home
The health care system can be confusing and far too often people feel lost in the very system that is supposed to help them feel better. A medical home is an approach to health care that keeps the focus on the patient – where it belongs – and ensures that patients receive all of the attention, support and guidance they deserve.

By participating in Medical Home, you agree that you are the most important member of the health care team and you, your health care professionals, family members and trusted friends (if you wish to include them), will work together to help manage your total health and wellness and help you get the most out of the health care system.

Together, you and your team can work out a personalized health care plan, tailored to your needs; track your care; find convenient ways to stay in touch with the team; and ultimately improve the quality of your health care by shortening the time it takes to get the care you need.

More importantly, your Albany Med Home team can help prevent unnecessary visits to the emergency room. You can call upon your team for help treating common illnesses (fever, flu, and sore throat), injuries and other non-life threatening ailments.

The Role of Your Team Members
Not only will your medical home team know you and your family, but you will see the same team each time you visit. With the focus on you, this dedicated team will:

- Answer your health questions and help you better understand your health care needs.
- Work with other medical experts if needed. For example, if you need to see a specialist, your team can keep in touch with the specialist to make sure you get the care you need.
- Track your health information using computers and electronic records. This way, your team will have all of your records in one place.
- Help you reach them when you need them. Your team will have convenient office hours for your appointments. They may also offer you the option of using email and the Internet to keep in touch with them.

Your Role as the Patient
As the center of the team, you play an essential role in your health. As an active member of the team, you will have a chance to explain what is really important to you.

As the patient, you will be expected to:

Be an active team player.
- Talk with your team about your health questions. Share the successes and the challenges you’ve had with health care in the past.
- Tell your team about other health care professionals who care for you.
- Tell your team how you feel about the care you are getting from them.

Take care of your health.
- Follow the health care plan you and your team have worked out. Make sure you understand how to follow the plan.
- Set goals you can reach. Once you begin to see results, you and your team can discuss adding new goals.

Talk openly with your team.
- If you are having trouble sticking with your care plan, tell your team about it.
- If you feel your care plan is not working, speak up. Tell your team what is not working so together you can make changes if needed.

Working as a Team Benefits You
Remember, the medical home can be a way for you to be informed about and Involved in your health care decisions. The medical home can bring you, your family, and your health care team together to help you make the best choices about your health.