



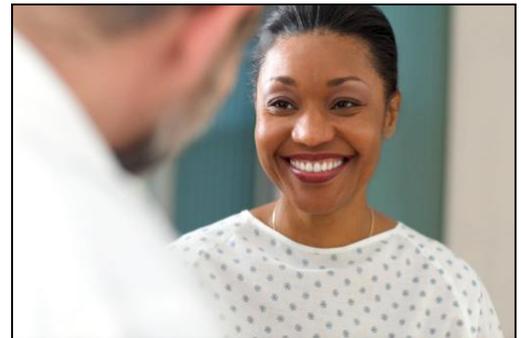
WELCOME TO YOUR MEDICAL HOME AT GREATER ROSLINDALE MEDICAL AND DENTAL CENTER

As a patient in a primary care practice at Greater Roslindale Medical and Dental Center, you have a medical home. Your primary care team in your medical home will provide a new, expanded type of care—coordinating all of your health care needs, from helping you stay healthy by reminding you of preventive checkups and tests to working with you manage chronic conditions, visits to specialists, hospital admissions and more. The care you receive is based upon evidence based guidelines and national quality standards. Through your medical home, you'll be sure to receive the care you want and need.

How Your Medical Home Can Help You

Your health care team at GRMDC will partner with you to help you live a healthier life. Through your medical home, you'll receive:

- Personalized care, because your health care providers know you and your health history.
- Help in navigating the health care system so you get the care you need when you need it—from us or other health care providers
- Care that is coordinated seamlessly between your doctor, specialists and hospitals
- Better access to care through your medical home's extended practice hours and 24-hour health care provider coverage for office calls
- An expanded range of care supported by the latest knowledge and technology



Your Role as a Patient in Your Medical Home

As a patient in a medical home, you are the most important member of your health care team. So we encourage you to play an active role on your team. Here are just a few ways you can do that:

- Talk with your health care providers about your questions and concerns.

- Let your doctors know about all the medications you take—including over-the-counter medicines—so they can help prevent unwanted interactions.
- Call us before you go to an emergency room or a hospital for care. If this isn't possible, please let us know as soon as you can.
- When you go to an emergency room or a hospital for care, tell them who your primary care provider (PCP) is and share information about the visit with your PCP.
- Take care of your health, and follow the self-care plan you and your health care team have worked out together.

Your Health Care Team's Role in Your Medical Home

Your health care team at GRMDC will work with you in partnership to make decisions to manage your health. Team members are committed to:

- Providing you with a safe environment to talk about your private concerns
- Answering your questions and concerns at each appointment, and helping you understand your health care needs
- Coordinating your health care in the practice and with health care providers outside of the practice
- Telling you about the services offered by the practice and community to support self-care and help you achieve self-management goals

We're Here When You Need Us

For your convenience, your medical home at GRMDC offers extended office hours. 24-hour health care coverage is also available for questions and health emergencies.

Contact us at:

4199 Washington Street
Suite 1
Roslindale, MA 02131
Phone: (617) 323-4440
Fax: (617) 323-7870

Office hours are:

Monday-Wednesday, 8:30 am to 9pm
Thursday-Friday, 8:30 am to 5 pm
Saturday, 8:30 am to 3 pm

Please call (617) 323-4440 to reach your Medical Home Health Care Team for questions, appointments, referrals, or prescription refills.

To learn more about your Patient-Centered Medical Home, visit www.roslindale.org