

What to expect from your medical home

Together, you and the rest of your medical home team will develop a health care plan that is:

- ✓ Created just for you
- ✓ Coordinated with other health care providers, as needed, so you can get the help you need each step of the way
- ✓ Updated to meet your changing health care needs
- ✓ Clear, so you can understand how to follow the plan and manage your health care
- ✓ Based on your provider's expertise and evidence derived from health care research, known as evidenced-based care

Team members at Axis Community Health will:

- ✓ Answer your health questions
- ✓ Listen to your concerns
- ✓ Help you manage your health care

Your role on the team

You are the most important person on your medical home team at Axis Community Health. Be an active team member, and talk openly with your team.

Here are some ways you can help the team provide you with better care:

- ✓ Ask questions about your health.
- ✓ Discuss your complete medical history with your care team, including past health care successes and challenges.
- ✓ Let the team know about any other health care professionals you visit.
- ✓ Make sure you understand your health care plan.
- ✓ Tell your team if you are having trouble sticking with your care plan.
- ✓ Speak up if your care plan is not working so together you can make changes.
- ✓ Discuss updates to your care plan and new goals.
- ✓ Tell the team how you feel about the care you are receiving at your medical home.

Tips for working with your medical team

The following steps can help ensure that your team provides you with the best care possible:

- ✓ Write down the names of your team members.
- ✓ Get ready for your appointments by writing a list of questions ahead of time. Bring the list with you to your appointments.
- ✓ During your appointments, ask your most important questions first. Keep track of answers.
- ✓ Discuss with your team what health issue to work on first. Before you leave the office, be sure you know the things you need to work on before your next appointment.
- ✓ Use your own words to repeat back to medical providers the things you've discussed with them. This way, the providers will know the information is clear to you.
- ✓ Ask your team how to reach them when the clinic is not open.

What is a medical home?

A medical home is a team approach to providing health care. Your team includes your health care provider, other Axis staff, and most importantly—you.

You are at the center of the team.

Learn more about how you and your family can partner with Axis to develop and manage your health care plan.

Reach us by phone:

(925)-462-1755

Visit our website:

axishealth.org



Your Medical Home

**To schedule appointments or
receive urgent medical advice, call:**

(925)-462-1755

Medical Clinic Locations and Hours

Pleasanton

4361 Railroad Avenue

Mon/Wed/Fri: 8:30 am to 5:00 pm

Tue/Thu: 8:30 am to 8:00 pm

2nd/4th Sat of month: 8:45 am to 1:00 pm

Livermore

3311 Pacific Avenue

Mon/Wed: 8:30 am to 8:00 pm

Tue/Thu/Fri: 8:30 am to 5:00 pm

1st/3rd Sat of month: 8:45 am to 1:00 pm

axishealth.org

Patient Centered Medical Home



**Welcome to your
medical home.**

