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## **New Patient Welcome Letter**

Welcome to our practice. We are honored to be your providers and committed helping you achieve your healthcare goals.

**Collaborative Team Approach:** Dr Amacher, NP Anita, Chronic Care Nurse Manager Peggy. Facility staff and home health providers

**Chronic Care Management:** We need all patients that we serve as the Primary Care Provider (PCP) to enroll in our Care Management service. We can assist you to coordinate your health care needs and educate you about your health concerns. Our goal is to help you achieve the best possible health outcomes. As part of our service, we will assist you in the following areas:

- Work with you to help meet your health goals
- Create a plan to navigate your care needs
- Coordinate care between providers and services
- Assist in finding specialists or services, including community resources

**Communications:** Our hope is that we form a partnership in your care, no matter what your current state of health. We work closely with facility staff and families (durable power of attorney for health care, DPOA if applicable). Facilities require new orders to be in writing and faxed to them. So even if your family brings you an over the counter supplement, like a vitamin, the facility will need to fax us to have the order signed and returned to them. Patients/DPOA can call us or email if you have any questions or concerns.

**Emergencies:** True emergencies require the facility to call 911 and they will decide if you need to be taken to the Emergency Room.

**Urgent Care:** If you have an urgent need first contact your facility med tech or care coordinator. They will do the first triage to decide if we need to be called immediately or if they can send a fax to ask for assistance. Now with Telehealth we can provide a quick response. Some urgencies, like “possible urinary track infection” can have the mobile lab (Phleb Express) come and pick up a urine specimen. There is also a mobile xray company.

**Referrals:** If you need a referral to a specialist, we will help you coordinate that. Most of the specialists are with North Bay or Sutter.

**Home Health and Hospice:** many of our patients need home health nurses, physical therapy, occupational therapy. We help coordinate end of life care with hospice.

**Administrative Forms:** We help with getting veterans evaluation for VA Aide and Attendance, help families complete FMLA forms, DMV forms for handicap stickers, Mental status testing for capacity declarations.