



COMMUNITY BASED
MEDICAL HOME

Family Healthcare

The way it should be

- Convenient locations in your community
- Appointments available at your convenience
- Same day access when needed to avoid Emergency Room visits; saving your time
- Reliable, coordinated care for your family
- And your own Personal Healthcare Team



ARMY MEDICINE



The Surgeon General of the United States Army has listened to you, our Military Families. **Access** to Care when you need it, **Convenience** in time and location for the you

and your Family, consistent **Coordination** of the many aspects of your Family's care, high **Quality**, both in staff and services, and reliable **Continuity** of care at your current location and during PCS moves. These are a few of many attributes you consistently voice and value.

"Quote from the Surgeon General"

- LTG Eric B. Schoomaker

Community Based Medical Homes are the result of your vision and your suggestions: Family Healthcare, the way it should be.







The INSPIRATION

Have an ongoing
relationship with your provider

Community Based Medical Homes are much more than just the opening of medical services outside of the gates. They are the realization of your ideas and your suggestions. They are the fulfillment of the Army's promise to its Military Families. Realizing that actions speak louder than words, the manner in which care is provided within these clinics will be innovative, forward-thinking, and will renew your faith and trust in Army Medicine. The sacrifices our Soldiers and Families endure entitle them to the best care that can be provided, nothing less.

You may have heard the term "Patient-Centered Medical Home", a concept that is being adopted throughout the Military Health System and in many civilian practices. The Medical Home philosophy focuses not only on personally tailored healthcare services, but on what a person needs to remain healthy or restore optimal health. It builds ongoing relationships between a patient and their personal healthcare team and emphasizes a comprehensive and coordinated approach to care between the patient, the team, and community services.



The ADVANTAGES

Have your own personal health team

Military Families are unique. Every few years they must uproot, move to an unfamiliar location, make new ties, and learn how to navigate a new healthcare system. The Deputy Surgeon General, Major General Patricia Horoho, recognizes the difficulty that your mobility brings. "We will have common, core-level capabilities so that when our beneficiaries move from one medical treatment facility to another, they have the same level of expectation and recognition". We will..."focus on standardization of processes in every facet of customer service."



Community Based Medical Homes:

- Are located conveniently in your communities, closer to the homes of Army Families.
- Are located near multiple installations throughout the continental United States and Hawaii.
- Offer your own personal healthcare team, centered on you, the patient.
- Encourage active participation in medical decisions. You are an active member of the team, not a passive recipient of care.
- Improve the continuity of your Family's care.
 - A devoted care coordinator follows up on test results, emergency room visits, referrals, and any specialty care that was not received in the clinic.
 - The Electronic Medical Record used within these clinics is the same as that used on every Army installation. Your records move with you, electronically. No more lost medical records.
 - Your team, the Primary Care Manager, nurses, and support staff is stable. You will always see a familiar face.
- Improve communication between you and your team, among the staff, and with external services.
- Offer multiple ways to get the care you need or desire.





The SERVICES

No need for a face-to-face appointments

At the Community Based Primary Care Clinic, we realize that there is no need for a face-to-face appointment in every situation. The Clinics offer many ways to get the care you require; we call these options Advanced Access. They include:

- Traditional, face-to-face visits – These can be same day appointments when necessary. You will never be told to call back in a week because the schedule isn't in the system yet.
- Telephone consults with your team members
- Direct, secure text messaging and e-mail with members of your team
- Virtual visits – Many of you have internet access and webcams. Why not take advantage of this technology?
- Group visits

Each Personal Healthcare Team is directed by a licensed provider, specializing in Family Practice. This means that they are specifically trained to care for infants through elderly. The extended team consists of dedicated case managers, behavioral health specialists, laboratory and pharmacy services specifically tailored for your Family's care, as well as easily accessible nurse advice. In addition, guest providers with a specific specialty, such as an obstetrician or pediatrician, may periodically be brought to the clinic to see you, rather than you going to see them.



A COMMON EXPERIENCE OF CARE | A Patient - Centered Medical Home

In order to be called a Patient - Centered Medical Home, the Community Based Medical Homes are held to a higher standard. Every clinic has been developed from the ground up to meet the rigid standards set forth by the National Committee for Quality Assurance, as well as those created by the Joint Commission. Through your feedback, they have also been tailored to meet the needs of a unique group, the Military Family.

Similar to your favorite chain of department stores or restaurants, each aspect of the Community Based Clinic is consistent; from the types of services available to the welcome you will receive. Additionally, if you choose to remain with Community Based Clinics or the Patient Centered Medical Home at your new location, your current healthcare team will communicate directly with your new team, creating continuity of the care your family receives and a nearly seamless transition.







COMMUNITY BASED MEDICAL HOME

FIND OUT MORE

www.amedd.army.mil/cbmh.com

This booklet is only the beginning. If you would like to keep up-to-date on current locations, expected openings, future plans, points of contact, and general information about the Community Based Medical Homes, please visit or inquire at these locations:

- www.amedd.army.mil/cbmh.com
 - updated expected opening dates, POC's, locations, links to articles, etc.
- Your local Medical Treatment Facility
- The TRICARE Service Center at your location
- Army Community Services
- Within your Family Readiness Group



ARMY MEDICINE

Bringing Value...Inspiring Trust