



# Cascade Health Alliance

## Patient-Centered Primary Care Home

A Patient-Centered Primary Care Home (PCPCH) is a health clinic that is recognized for their commitment to patient-centered care. Just as it sounds, '**patient-centered care**' is **all about you and your health!** Your primary care home will make prevention and wellness a top priority. If you have a special health concern or condition, your health care team will help connect you with other health professionals to get you the care you need.

### What are Primary Care Homes?

<u><b>Accessible</b></u> Care is available when you need it, including someone you can talk to after hours if you have health concerns	<u><b>Accountable</b></u> Your primary care home is responsible for providing the highest quality care to you and the community they serve	<u><b>Comprehensive</b></u> You get all the care, information and services you need to stay healthy
<u><b>Continuous</b></u> Your health care providers get to know you and work with you over time to reach your health goals	<u><b>Coordinated</b></u> Your health care providers help connect you with the care you need in a safe and timely way	<u><b>Patient &amp; Family Centered</b></u> You and your family are the most important part of your health. Your care is delivered with respect for your cultural background, and in your preferred language

### What do Primary Care Homes offer?

- ✓ Care lead by your primary care provider
- ✓ Better coordinate your care to help get you the services you need, when you need them
- ✓ Listen to your concerns and answer your questions
- ✓ Offer after-hours help and alternatives to the emergency room
- ✓ Help you play an active role in your health

### Patient-Centered Primary Care Home Program

The Patient-Centered Primary Care Home Program is managed by the Oregon Health Authority. The program recognizes clinics as primary care homes and makes sure they meet the standards of care.

#### Do you want to know which clinics are PCPCH?

Check out CHA's Provider Directory: [www.cascadehealthalliance.com/for-members/find-a-provider/](http://www.cascadehealthalliance.com/for-members/find-a-provider/)  
**Questions? Call Cascade Health Alliance 541.883.2947**