



The **medical home**, also known as the patient-centered **medical home** (PCMH), is a team-based healthcare delivery model led by a healthcare provider that is intended to provide comprehensive and continuous **medical** care to patients with the goal of obtaining maximized health outcomes.

Responsibilities of Our Medical Home

Austin Primary Care Physicians provides patients and families information on the obligations of the medical home and the responsibilities of the patient and the patient's family as partners in care.

Why is it important to have a primary care physician?

- Better Preventive Care
- Continuity of care
- Central point of contact
- Key resource
- Fewer trips to the emergency room (ER)

Welcome to our practice! We are excited to be part of your healthcare team. We have gathered some information for your convenience and we encourage you to review.

If you see other physicians as part of your healthcare team such as specialist we suggest you let them know you have a new primary care provider so they can update their files.

The following is a list of providers and their medical assistance for your reference. Our patients can always reach out to the providers or their medical assistants at any time.

Dr. Kohli, Iliana (admin staff) Dorneka (MA), Brenda Olmos (Nurse Practitioner) Chantel Bend (Nurse Practitioner)

Dr. Kumar, Allison (admin staff) Hailey (MA) Lindsay (Nurse Practitioner)

Dr. Agarwal, Mariam (admin staff), Angel (MA)

Dr. Ordonez, Demi (admin staff), Suzy (MA)

Dr. Kaviani, Jennifer (admin staff) Sierra (MA)

Chantel Bend (Nurse Practitioner), Josh (MA)

Brenda Olmos (Nurse Practitioner), Victor (MA)

Lindsie Peters (Nurse Practitioner), Polly (admin staff), Anahi (MA)
Shawntai Washington, Clinic Manager-Health Coach
Veronica Casas, Project Manager, Patient Liaison
Kim James, Austin Primary Care Physicians-Administrator

Patient's Responsibility:

You, the patient are the most important part of a patient-centered medical home. We encourage you and your family to take an active role in your health care.

Prepare for your appointment:

1. Make a list of your health questions.
2. Make a list of other health care providers you have visited.
3. Bring all your medications.
4. Bring your insurance card or other insurance information with you to your appointment.
5. If you wish ask a family member or a trusted friend to go with you to your appointment with you.

Your Medical Home:

Austin Primary Care Physicians is a patient-centered, family-focused medical practice dedicated to the health and wellness of the patients and communities we serve. Patient-Centered Medical Home (PCMH) means our physicians and staff are committed to comprehensive, personal health care centered around you; partnering with you to ensure all of you and your family's medical and non-medical needs are met. We strives to have an open communication and coordination of care with other providers, specialists and patients. In order for us to be updated and current on your care here are some things to consider.

How and when you can reach us-

During business hours: (8-5) & (7-6 Tuesdays/ extended hours)

- Phone calls: main location 512-836-5665 Cedar Park location 512-652-0050
- Walk-in- both locations are open from 8-5/ 7-6 extended hours & close for lunch 12-1 pm
- Patient Portal messaging -(24 hours access)
- Medlink message during lunch time (12-1 pm)

After hours

- Medlink
- Patient Portal messaging (24 hours access)

Austin Primary Care uses a system that allows you as a patient to have access to your medical history at any time. Any care instructions, educational material and relevant information to help you manage your condition can be access via your portal.

We can also provide you with printed information at the end of your visit with care instructions tailored for your condition and online resources to help you self-manage your condition.

Did you have an emergency while out of town, visit an urgent care or a recent follow up with your specialist?

It is important for the continuous of care that you communicate with us when you received care from other providers to update your file. Urgent care visits must be follow up by your provider to assure they are involved in any decision made on urgent basis that will affect any of your established assessment & plan for care such as: medication dosages.

Please notifies as soon as possible if you had urgent care or visited a specialist. We would need the following:

- Facility name you visited, phone number and location
- Reason for visit
- Dates of incident or follow up
- Follow-up instructions from the urgent care and follow up immediately with your pcp
- Let specialist or urgent care know the name of your PCP and request records to be send.

Equal access to all patients regardless of source of payment

Austin Primary Care Physicians offers equal access to health services to all of our patients regardless of source of payment. Our doctors make their assessment and recommendation based on medical knowledge and medical necessity.

We will submit claims to the insurance carrier on behalf of those patients with private insurance. **Payment arrangements are available for those uninsured.**

Austin Primary Care Physicians offers a “Prompt Pay Discount uninsured payment”. **Payment must be made at the time services are rendered.** If you need assistance please let us know how we can help you, and an affordable payment plan can be set up.

If you are uninsured the following information might be useful for you to obtain coverage.

Now that the affordable care act is in place it is much easier to find a health insurance plan base on your income and personal health needs. In most states, you can even qualify for financial subsidies.

How can you buy Health insurance?

- Find a health insurance plan within your budget.
- Contact the company or insurance agent to get a quote
- Evaluate your options

Before you settle on a plan, you should get a quote, find the price and discover any out-of-pocket expenses your plan will expect you to pay (such as deductibles, coinsurance and copay charges)

How can you find the best health insurance company?

There are hundreds of different health insurance companies that offer thousands of different plans. You might want to ask around among friends, family members and colleagues. Here is a list of some companies that are commercial and also have partnered with the Obama care for affordable plans and rates.

- United Health Care
- Humana
- BCBS
- Cigna
- AARP

And many others.

Be sure to ask the agent to check that your provider is listed on their network of providers they will cover under your plan

Here are some websites you can visit for more information and quotes!

www.premiumhealthquotes.com/Obamacare

<https://hhs.texas.gov/services/health/medicaid-and-chip>

www.medicare.gov

Austin Primary Care Physicians strives to provide each patient with the highest quality of care and services possible. We will work with you, as part of your care team to meet our mutual goals of health and wellness. If you have any questions or concerns regarding the information contained in this letter; please let us know; as mutual cooperation and understanding is necessary to achieve the best health care possible for you and your family.

Thank you,
Austin Primary Care Physicians.