***Rakesh K. Dua Physician, PC***

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**Medical Home Information Distribution Policy**

Dated: 4/3/17

**Goal:** Ensuring that all patients are given information and materials regarding the practice’s role as a medical home.

Front Desk personnel will distribute medical home brochures to existing patients at their annual Well Visit (yearly physical).

Front Desk personnel will distribute medical home brochures to all new patients at their initial visit.

The usage of our medical home brochure is the method by which we give patients information on the following medical home topics:

* Coordination of patient care.
* Obtaining care and clinical advice during office hours and when the office is closed.
* The importance of patients providing a complete medical history and information about care obtained outside the practice.
* The use of evidence-based care, educational materials and self-management support.
* The scope of services available, including behavioral health needs. All care is individualized, so the brochure provides generalized information.
* Equality of access regardless of source of payment.
* Information to uninsured patients regarding obtaining coverage.
* Record transfer procedures, which include the point of contact at our practice.