

+ Take Control  
of Your Health

# Welcome to the Patient-Centered Specialty Practice Initiative

A plan of action designed to improve  
your health and your healthcare.

Welcome to the Patient-Centered Specialty Practice (PCSP) initiative, a new way of managing your health care! PCSP is not a building, a house, or a hospital. When selecting a Patient Centered Specialty Practice, such as the specialists at The Veranda, the team uses technology, such as electronic medical records, to communicate and coordinate your care with your Primary Care Physician. We use evidence-based guidelines and best practices to help you understand your condition. As a patient centered medical home, The Veranda also recognizes the importance of integrative behavioral health support services to help you achieve your overall health goals. As a result, we provide in-office Support Visits with our own Nurse Practitioner with a Master's in Mental and Psychiatric Health.

Ultimately, we want to help you take responsibility for your health. That's why YOU are the most important member on this healthcare team. We can only make recommendations; the power to follow them is up to you. We have included more information on the Patient-Centered Specialty Practice with this letter.



We look forward to helping you.  
-The Veranda



[www.TheVeranda.org](http://www.TheVeranda.org)

If you should have additional questions, please call  
The Veranda at 229-317-7245 or 229-317-7243.



**THE VERANDA**



THE VERANDA

+ The Best Health Care Possible

# Your Patient-Centered Specialty Practice

Thank you for allowing us to work with your Primary Care Provider in orchestrating your health care. We are committed to providing the best health care possible for you.

That's why we've embarked on a powerful new effort focused on giving you the best care at all times, even when you're not in our office. To help us do that, we've adopted a proven framework called the Patient-Centered Specialty Practice (PCSP).

## Patient-Centered

Patient-Centered means you will be surrounded by a dedicated team of health professionals working together to meet all of your individual health care needs.

As your PCSP, we have been requested by your Primary Care Provider to work with them, as a special part of your Team. The rest of the team includes other health care providers, community support, or others you may already see or may need to see to maintain your optimal health.

## Specialty Practice

Your team will be able to keep up with your health status at all times and will use technology like electronic medical records to communicate with each other and coordinate your care. When you get a lab test, for instance, everyone on the team will have access to the results.

Instead of finding out what's going on with your health when you come for an appointment, all of your team members will be on the same page all the time. But we're not the only ones who are committed to staying on top of your health. We make sure to send all of your tests, medication changes, and treatment plans to your Primary Care Provider. In fact, we reach out to providers who regularly refer to our practice and enter into a compact with them. Why do we do this? Because we want to be certain we understand their expectations when a patient is referred to us. We also want them to understand our expectations on what our doctors need to provide the best and most timely treatment options for you.

## Who is on the Patient-Centered Specialty Practice Team?

Your PCP has referred your care for certain specific needs to our Specialty Physician. At the Veranda, this Specialist will lead your Care Team in helping to address this concern or concerns. The Veranda will include specialized doctors, nurses, health educators, and other health care professionals such as physician extenders, pharmacists or physical therapists. Our team acts as "coaches" who help you get healthy, stay healthy, and get the care and services that are right for you. You, of course, are at the center of your Care Team.



+ The Integral Part  
of Healthcare

## Building Your Team

### How do we use Physician Extenders, like Nurse Practitioners?

A Patient-Centered Specialty Practice is a team of health professionals who work together to provide all of your health care needs. A specialty care physician places a tremendous amount of confidence in their Team members, including physician assistants, nurse practitioners, and certified nurse midwives to help manage health care needs and educate patients. They will ask these providers to provide and manage your care in order to provide the right care, at the right time, and in the right setting. That is The Veranda's triple aim. Each member of our team plays an integral part in the management of your healthcare. This allows our physicians to focus the appropriate time and attention based on urgency and critical needs of all of our patients.

Your visits may be scheduled with any of our providers from time to time. This helps us to provide you with the access you need for your healthcare. You will also communicate with our physician extenders possibly by secure email or by telephone. They will help communicate test results and help secure follow-up treatment plans.

Rest assured, your physician always has access to your computerized patient records and results. In fact, your entire team does. Your team reviews and discusses your care as diagnostic results are reported and as treatment plans change.

You, the patient, are the most important part of a Patient-Centered Specialty Practice team. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.



### After Hours Care

#### ENDOCRINOLOGY

If you need assistance with your care after hours, please contact your Primary Care Physician. Your PCP will contact me to help address any endocrinology needs so that we may together determine the best possible course of treatment for your specific concerns.

#### OBSTETRICAL-GYNECOLOGY

For any specific Obstetrical and Gynecology needs after hours, please call 229.432.8559.



THE VERANDA

# Communication is the Key to Success

How will your care best be coordinated with your Primary Care Physician?

+ It's a Team Effort



## What you can do:

### 1. Be in charge of your health

- Know that you are a full partner in your care.
- Stay up to date on immunizations and screenings.
- Understand your health insurance coverage.
- Stay current on all wellness exams and health screenings for both children and adults.

### 2. Participate in your care

- Follow the plan that you and we have agreed is best for your health.
- Pay your share of any health fees.
- Take medications as prescribed.
- Keep scheduled appointments and attend follow-up visits when necessary.
- Come to each visit with any updates on medical dietary supplements.
- Follow doctor's instructions regarding laboratory and radiology follow up appointments.
- Inform the care team of any medical visits, treatments or changes in your medical history since last visit.

### 3. Communicate with your care team

- Tell us when you don't understand something we said or ask us to explain it in a different way.
- Tell us if you get care from other health professionals so we can help coordinate the best care possible.
- Bring a list of questions and a list of medicines or herbal supplements you take to every appointment.
- Ask any questions related to your specialty treatment plan (the reason you have been referred to our specialists) with your Patient-Centered Specialist
- You may obtain copies of test results of any tests or treatment plan ordered by your Patient-Centered Specialty Practice from The Veranda.
- You should obtain any copies of tests or treatment plans initiated by your primary care provider from their office.
- Tell us about any changes in your health or well-being.

## Your care team will:

### 1. Get to know you

- Learn about you, your family, your life situation, and preferences. We will update your records every time you seek care and suggest treatments that make sense for you.
- Listen to your questions and feelings and treat you as a full partner in your care.

### 2. Communicate with you

- Explain your health situation clearly and make sure you know all of your options for care.
- Give you time to ask questions and answer them in a way you understand.
- Help you make the best decisions for your care.
- Notify your primary care physician of test results in a timely manner and treatment plan options made available to you and your family/caregiver.
- Send test results and treatment plan options electronically, when possible, directly to your primary care physician.
- Communicate with you, your family and/or your caregiver after each visit and upon receiving the results of any diagnostic test.
- Remain open to face-to-face or telephone communication with your primary care provider in order to discuss the options available, or any potential concerns.
- Help your primary care provider by providing community support options available to you.

### 3. Support you

- Help you set goals for your care and help you meet these goals every step of the way.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- Send you to trusted experts when necessary.
- Be available to you after hours for your urgent needs.





THE VERANDA

+ The Best Health  
Care Possible

## Join the Team

### Here are some things you can do:

1. **Communicate** with all the members of your care team about your health and needs.
2. **Share** any updates on medications, dietary supplements, or remedies you're using, and any questions you may have about them when you come for a visit.
3. **Tell us** when you see another health care provider so we can add them to your team and help coordinate your care.
4. **Do your best** to keep scheduled appointments or, if you can't, call to reschedule or cancel as early as possible.
5. **Feel free** to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible.
6. **Work with us** to develop and follow a plan that's best for your health.
7. **Let us know** if you do not receive your test results within two weeks.
8. **Contact us** after hours if you feel your issue cannot wait until the next day.
9. **Feel comfortable** working with members of your extended care team who I have asked to contact you for health and wellness coaching, education, and advice.
10. **Offer any feedback** you might have to help us improve our care.

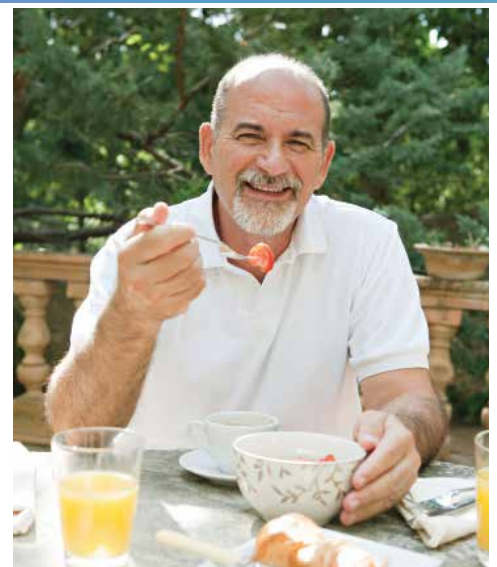


**THE VERANDA**  
2701 Meredyth Drive  
Albany, GA 31707

229.883.7010 or 888.29.WOMAN  
After Hours 229.432.8559

Monday - Thursday: 8:00 am - 4:30 pm  
Friday: 8:00 am - 11:45 pm

[www.TheVeranda.org](http://www.TheVeranda.org)



Ultimately, we want to help you take responsibility for your health. You are the most important part of your health care team. We can only make recommendations; the power to decide if you will follow them is yours.

So as part of your health care team, we hope you will share the team's goal:

*"To give yourself the best care possible. It's not difficult, but it is important."*