

PATIENT-CENTERED MEDICAL HOME PHILOSOPHY OF CARE

Overlake Medical Clinics (OMC) embraces a patient-centered “medical home” model. This means we focus on the “whole person” to improve the physical and mental health and wellbeing of our patients.

A patient-centered medical home includes:

- Ready access to care.
- Regular preventive care.
- Care that is based on evidence. This is known as quality and service excellence.
- Chronic disease management.
- Coordination of care with necessary specialists.

To accomplish this, OMC creates a partnership between patients and their care teams. In this partnership, you play a central and significant role.

A big part of your role is keeping your medical home up to date with correct medical records. This important information includes current medications and your medical, family and social history. Your help with this information is critical.

Communication is another big part of your role. This includes scheduling same-day appointments for immediate needs. It also means scheduling regular appointments for preventive care and managing chronic health conditions. Keep your medical home aware of all your medical visits. Your care team will help with follow-up care related to a specialist or urgent care/emergency room visits.

Our goal is to coordinate your care across your care team. Our team members will ask the right questions to direct you to the right care.

OMC’s primary care clinics have doctors and providers who offer quality, evidence-based care for patients who range from newborns to older adults. We handle your care seamlessly across locations and services. We do this with our integrated care model and electronic medical records.

For after-hours and immediate care, OMC offers several options. One option is after-hours call coverage. You can reach this service by calling the OMC primary care clinic you normally visit. The answering service will notify the on-call provider to reach out to you to discuss your symptoms. Secondly, our urgent care clinics are available for immediate care after hours and on weekends. Urgent care clinics use the same electronic medical record as your primary care provider, so follow-up care is assured. Our urgent care clinics are conveniently located throughout the Eastside and are more cost effective than a visit to the ER. Copays are often the same as your primary care copay.

Thank you for partnering with Overlake Medical Clinics for your health care needs. Please visit overlakehospital.org/clinics for more information about services, providers, locations and hours.

