



### **Welcome to Pacific Medical Care's Chronic Care Management Program**

Dear Pacific Medical Care Patient,

Congratulations for taking a step toward managing your health by participating in the Pacific Medical Care Chronic Care Management (CCM) program. CCM is a new model of care designed to improve the coordination of your health care with an emphasis on your overall well-being. We believe that to achieve this goal there must be a **partnership** between the patient and their medical provider. By remaining involved in the decisions regarding your health, health care and lifestyle, we can develop a stronger relationship with you.

#### ***BEFORE YOUR NEXT CCM NURSE ASSESSMENT CALL PLEASE USE THIS HANDY CHECKLIST***

1. Make a list of any questions you have about your health including questions about dietary recommendations and lifestyle.
2. Inform the CCM nurse of any other health care providers that you have visited in the last month and the reason why you visited them. This includes urgent care or the ER.
3. Have a list of all of your prescribed medications ready, over-the counter, herbal and dietary supplements. Inform the CCM nurse of any refills that you require.
4. Inform the CCM nurse of any new problems that may have developed in the last month.
5. Confirm the date of your next CCM nurse assessment call as well as the date of your next office visit with us.
6. As a reminder, please use the dedicated phone number that was provided to you during your first CCM nurse assessment call so you can call us after hours if necessary, this provides you 24/7 access to your physician or to the covering physician partner.
7. Register for our Newsletter @ [www.pacificmedicalcare.net](http://www.pacificmedicalcare.net) to stay informed
8. Ask about our new Patient Portal and Visit [www.yourhealthfile.com](http://www.yourhealthfile.com) to update contact info and medical records or even schedule your next appt.
9. If you want to designate a caregiver to have access to your record, please ask our office for the forms to sign. (619) 461-3717

With continued partnership in the CCM program, we hope to optimize your health, increase your quality of life and prevent hospitalization.

We look forward to continuing to serve you.

Sincerely,

Providers and Staff of Pacific Medical Care