

# PERSONALIZED PRIMARY CARE

AT INTERMOUNTAIN SOUTH OGDEN CLINIC

MORE THAN JUST A DOCTOR'S OFFICE,  
*here's what PERSONALIZED PRIMARY  
CARE offers . . .*

## **A stronger, more personal relationship with your doctor and care team**

*Your doctor will lead a team of people who collectively get to know you and your healthcare needs, and take responsibility for your care. We'll prepare for your clinic visit ahead of time by reviewing your health history and medical needs.*

## **Better communication and coordination of care**

*We'll remind you when you're due for physical check-ups, immunizations, or cancer screenings. We'll teach you more about your health and connect you with resources. We'll arrange for follow-up care or tests from other specialists or facilities as needed — and follow-up with you afterward.*

## **More patient involvement**

*You'll take part in understanding your health risks and managing your own health conditions. You'll be able to access your own lab results, refill prescriptions, and communicate with your care providers online.*

## **Improved access**

*We'll do everything we can to schedule a visit as quickly as possible for your health condition. You can also use "My Health" at [intermountainhealthcare.org/MyHealth](http://intermountainhealthcare.org/MyHealth) to access your records and to e-mail us for non-urgent questions or appointments.*

## WHO'S ON YOUR TEAM?


In addition to you and your doctor, get to know these other members of your team:

- **A HEALTH ADVOCATE** reviews your chart and checks with you at each visit to answer your questions and help you connect with the resources you need.
- **A CARE MANAGER** works directly with you and other health specialists to manage a chronic disease or other special health needs.
- **OTHER CLINICAL AND OFFICE STAFF.** From scheduling appointments, to working with insurance providers, to organizing your records, other staff play important roles in ensuring you get the help you need, when you need it.

## *What to expect from us...*

- **We'll work together.**  
We will learn more about you and your health needs and provide many educational services and other support services. Your care plan will be developed with you to meet your needs and goals for improving your health. And we will ask you about how we are doing.
- **We'll coordinate your care.**  
As you seek care from InstaCare, specialists, emergency departments and hospitals, we will support you and coordinate your care. We'll call you after coming home from a hospital stay to make sure that things are okay. And we'll work hard to avoid duplication of testing and to make sure all of your old and new medications work together.
- **We'll help you get healthy and stay healthy.**  
We'll focus more on preventive care, helping you identify healthy habits and supporting you in making changes. If you do have a medical condition we'll work hard to track everything with you and prevent new complications or problems.
- **We'll care for your mental health, too.**  
Feeling good is an important part of being healthy and your personal clinician will work with you, counselors and other mental health professionals when needed. Working together to care for the mind, body and soul is important.
- **We'll protect your information.**  
This is very important to you and to us and we commit to taking every measure to protect your personal health information.

## *What we ask of you...*

- **Choose a personal clinician**  
It is important to us that you have a trusted advisor for your health care decisions and our physicians, nurse practitioners, and physician assistants are here to help you.
- **Sign up for My Health**   
This is our patient portal into your electronic health record. You can access sections of the record like your laboratory and x-ray results and send us a secure message requesting an appointment or an answer to a non-urgent medical question. Please see our front desk staff to register.
- **Ask us questions**  
We want to feel safe in asking questions and create an environment in which you feel safe asking questions. We want you to understand the answers to these questions after every visit:
  1. What is my main problem?
  2. What do I need to do?
  3. Why is it important for me to do this?
- **Share information...and tell us what you need.**  
Tell us what's working and what's not. Ask for help when you need it. Let us know if situations in your life are affecting your ability to follow your care plan.
- **Learn more...and participate in care decisions.**  
Learn as much as you can about how to manage your health. Set goals and work with us to meet them. Complete an Advanced Directive so that you can guide us and your family in your wishes for your care.