



What is PCMH?

The Patient-Centered Medical Home (PCMH) is our standard of healthcare.

In a PCMH facility, each patient builds a relationship with a **personal physician** who is committed to keeping you healthy. You and your care team are **cooperatively involved** in your ongoing health care. You will enjoy **more communication** with your healthcare provider than ever before.

In fact, the **entire health center** is structured around you and your care!

In short, a PCMH facility offers you:

**Personalized
Coordinated
Effective
Efficient
Healthcare!**

Our Mission

Katahdin Valley Health Center will provide community accessible, quality healthcare with compassion and dignity.

Our Vision

Katahdin Valley Health Center will be the provider of choice within our communities, responsive to the healthcare environment while serving as the voice and vehicle for promoting healthcare access to all.



Contact us through our toll free number or on the web:
1-866-366-5842 • www.kvhc.org

Katahdin Valley Health Center is an
equal opportunity provider and employer.

Patient Centered Medical Home



**Transforming Healthcare
For You And
Your Family**



Creating healthy communities, starting with **you**.

Patient Centered Medical Home

New Patient Process

To establish care with one of the providers at Katahdin Valley Health Center, contact our New Patient Coordinator at **1-866-366-5842 Ext. 332** and we will assist you in becoming a KVHC patient.

Providers

Now that you are a patient, KVHC helps maintain patient/provider relationships. We encourage you to **select your own provider**. If you choose not to, we will select a provider based on your medical needs. Our providers practice **evidence based care** and encourage **patient involvement** to provide our patients with better health outcomes to include, but not limited to:

**Diabetes • Hypertension
Immunizations • Cancer Screenings
Tobacco Cessation**

Nurses

Our nurses work **directly** with your provider to give you the best possible care by:

- Drawing labs
- Completing in house EKGs
- Giving immunizations
- Assisting the provider with procedures

- Processing refill requests received from local pharmacies

In addition to your provider's nurse, during normal work hours we have nursing staff as our **Care Manager**. Our Care Manager assists in the coordination of your care by working with you and your provider regarding any issues or needs you have between scheduled appointments.

They work to provide you **prompt responses** to your concerns.

Patient Assistance

Our Patient Assistance department is here to assist you with:

- Free or low cost prescription medication programs
 - KVHC's Sliding Fee Discount Program
 - Applying for free or low cost care from local hospitals
 - Completing MaineCare applications
 - Applying for the Maine Breast and Cervical Program
 - Your travel needs to and from appointments
- As well as many other medically related programs.

Referrals Department

If your provider requests a referral to an outside service, our **Referral Specialists** work with the specialists and x-ray departments to whom you

have been referred to meet your provider's referral request in a timely manner. In addition, they work with your insurance company to provide you with insurance coverage for these services. Upon completion of your referred service, our Referral Specialists work to get the results to your provider as soon as they are available.

After Hours Needs

If it's after 5:00 pm and you need information or guidance from your provider – **we can help!** We have an **Open Access/Walk-In Clinic** located in our 59 Bangor Street, Houlton office open from 10:00 am until 7:00 pm Monday through Friday, and 9:00 am to 7:00 pm on Saturday and Sunday. If our Open Access office is closed, don't worry! You can reach one of our **On-Call providers** after hours by dialing our normal office number and selecting the menu option.

Remember!

In addition to our Primary Care Services we also offer the following in-house services. Call or visit us today to find out more about these and other services we offer!

Mental Health Counseling

Dental • Optometry

Podiatry • Rehabilitative