

During office hours, call your physician's office if you are experiencing new or changing symptoms and believe you need to be seen soon. We are working to provide same day appointments and our staff will assess your situation and help decide if you need to be seen today and if so, will work with you on arranging an appointment time.

One of our physicians is on call to answer medical questions even when our office is closed. After office hours, call 406-454-2171 and the physician will be paged and will return your call.

As always, if your condition is life threatening, please call 911 immediately.

Physicians see scheduled patients at each location Monday through Friday from 8:00am to 5:00pm. During or after office hours call:

Great Falls Clinic

1400 29th Street South
Great Falls, MT 59405
406.454.2171

Great Falls Clinic Northwest

1600 Division Road
Great Falls, MT 59404
406.268.1600

For care needs after hours, visit our **Immediate Care Center** or our **Northwest Walk-In Care**:

IMMEDIATE CARE CENTER

1400 29th St. South

Monday - Friday: 7:00am to 7:00pm

Saturday: 8:00am to 6:00pm

Sundays & Holidays: 9:00 am to 4:00 pm

NORTHWEST WALK IN CARE

1600 Division Road

Monday -Thursday: 8:00 am to 7:00 pm

Friday: 8:00 am to 5:00 pm

And don't forget about our electronic resources which are available to help you manage your health. Visit our website at gfclinic.com.

For your patient portal click on the *My Clinic Care* icon. Once registered, you can:

- Review and request appointments
- Review lab results
- Update personal information
- Request prescription renewals
- See visit history and discharge information

Health education information is also available to you through Emmi programs.

Using voice, text and animation, these web based programs will teach what steps you can take to prepare for your visit to the clinic.

Visit gfclinic.com and select *Health Information* under the *Patient Resources* heading.

You can expect the best care at the Great Falls Clinic. Our providers and staff use evidence based clinical guidelines and references to ensure quality. Some of the guidelines we utilize are:

- Up to Date
- JNC7 (hypertension)
- AACE (diabetes care)



We're transitioning
to a Patient-Centered
Medical Home.



WELCOME TO YOUR MEDICAL HOME!

The goals of a Patient Centered Medical Home are:

- To provide better, more personalized care
- To guide you through the complex health care system
- To offer you better access to care
- To teach you skill building and problem solving strategies for managing your health care

We want to ensure that you receive the wellness care you deserve. Did you know that most insurance plans pay 100% of recommended preventative services?



WHAT THIS MEANS FOR YOU:

Your physician will provide medical care that is right for you and will direct your healthcare team to coordinate your care.

Your team will plan for your appointment by reviewing your medical record and making sure all needed items are in your chart. We will make sure that any needed testing is done and that we have the results. We will also notify you of results in a timely fashion.

We will arrange for and follow up on any referrals. We will ensure that the specialist has the information he or she needs to see you and we will follow up to ensure we receive the specialist's recommendations.

If you are in the hospital, we will ensure that the doctor seeing you has your health information. We will make sure that you understand how to call if you have questions about your hospitalization and follow up care. We will see you in the office following hospitalization.

WHAT YOU CAN DO

Learn About Caring for Yourself

- Know that you are a full partner in your own care.
- Learn about your condition and what you can do to stay as healthy as possible.
- As best you can, follow the plan that you and your medical home team have agreed is important for your health. If you have questions, ask!

Communicate with Your Care Team

- Always bring a list of questions to each of your appointments. Also bring a list of any medicines, vitamins, or remedies you use.
- Always tell your medical home team when you don't understand something they said. Ask them to explain it in a different way.
- Always tell your medical home team if you get care from other health professionals so they can help coordinate the best care possible.