

### What is a medical home?

In 2002, the American Academy of Family Physicians (AAFP) affirmed a medical home as the “most effective approach for both children and adults to receive acute, chronic, and preventive medical care in a comprehensive and coordinated fashion.”

A medical home is not simply a place, but rather a teamwork approach to health care between individual patients and their personal physicians. It is about patients establishing trust and open communication with their physician and team of caregivers to provide consistent, continuous primary care.

“A patient-centered medical home is the basis for the future of medical practice in the U.S.,” said Michael Flanagan, M.D., medical director, Penn State Hershey Family Medicine in State College. “It ensures a much greater focus on preventive health care rather than intervention after a disease has already occurred.

Some highlights of a medical home include the electronic medical record and extended hours that provide care at times most convenient for patients.”

A medical home focuses on the patient as a whole, rather than a specific disease. It allows physicians to engage patients and their families as the center of care planning.

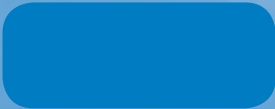
All Penn State Hershey Family Medicine practice locations in State College are certified by the National Committee for Quality Assurance (NCQA) at Level III patient-centered medical homes.

- **Centered care**—around you and your family to make decisions
- **Continuous care**—from a care team who knows you and your family
- **Convenient care**—so that when you need access, we’re here for you
- **Coordinated care**—across all elements of the complex health care system

For information about our providers and locations, visit: [PennStateHershey.org/statecollege](http://PennStateHershey.org/statecollege)



*Penn State Hershey Medical Group sites in State College are part of the University Park Regional Medical Campus of Penn State College of Medicine.*



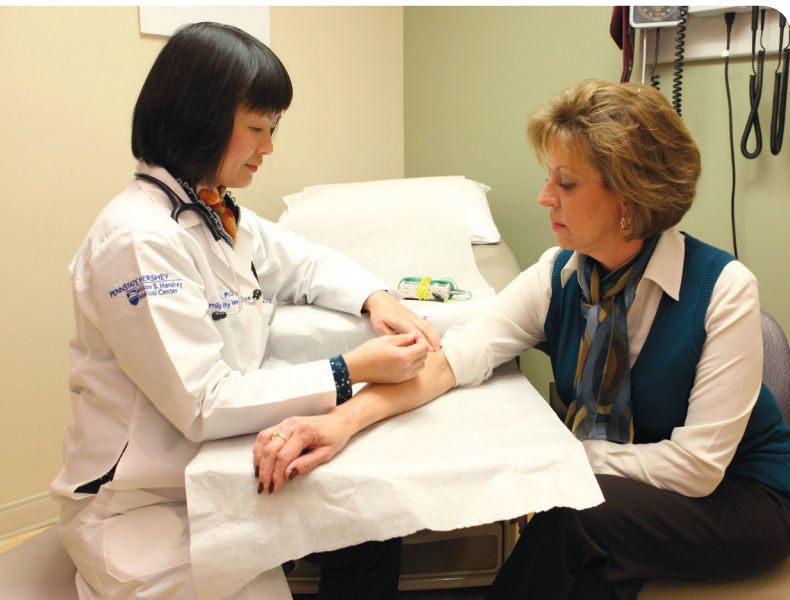
# Your Patient-Centered Medical Home



Good People. Great Medicine.™

# Your medical home in State College

Penn State Hershey family physicians in State College serve as part of a team to provide Penn State faculty and staff, dependents and retirees with coordinated and comprehensive care. With primary care as the central touch point, patients can be assured all aspects of their care are evaluated and coordinated by our primary care team. Your team may also collaborate with a variety of specialists at Mount Nittany Medical Center and the tertiary Medical Center in Hershey, to optimize your care. Providers are able to keep you healthy by providing high quality preventive care, allowing for fewer overall unplanned doctor visits and hospital admissions.



## Care that’s all about you

Penn State Hershey Medical Group in State College is here to answer your questions and help you better understand your health care options, as you are an important participant in all decision-making. We are here to support you every step of the way. Communication is essential to this process. Ask your care team about after-hours and weekend care available when you need it.

## Continuous care built around prevention

Developing good relationships between medical providers and patients takes time and commitment, and is important in making the best health care decisions possible. Penn State Hershey Medical Group in State College is dedicated to maintaining consistency for you, so that you become comfortable with your team’s approach to your care. Our focus is centered on prevention, to avoid chronic health issues and unnecessary visits to the emergency room.

## Convenient locations and walk-in service

From 1995 through early 2010, Penn State Hershey Medical Group in State College consisted of one family medicine office located on Park Avenue. Today, the Medical Group offers primary care at multiple convenient locations across State College. Walk-in service is available every day of the week at Penn State Hershey Medical Group—Park Avenue:

Monday to Friday: 8:00 a.m. - noon; 6:00 - 9:00 p.m.  
Saturday: 8:30 a.m. - 4:00 p.m.  
Sunday: noon - 4:00 p.m.

## Care coordination

Dedicated Penn State Hershey nurse care coordinators help patients gain the knowledge and skills to optimize their overall health through motivational interviewing. This includes addressing medical conditions, as well as psycho-social factors affecting wellness. Nurse care coordinators focus on disease understanding, weight management, exercise plans, dietary guidelines, cholesterol reduction, transitional care, and medication knowledge.

“I want to engage patients in education and remove barriers so they become motivated and capable of taking ownership for the direction of their health,” said Ann Probst, R.N., B.S.N., nurse care coordinator for Penn State Hershey Medical Group in State College. “My role is to provide support, coaching, and problem solving.”

## Specialty visits and electronic medical records

Penn State Hershey Medical Group in State College is committed to taking care of all your needs. If you or someone in your family needs to see a specialist, our team can arrange for the appropriate appointments and testing. Your medical history, including laboratory test results, is stored in an electronic medical record for convenient access by your care team. Having your medical information stored in a central location allows your providers to efficiently review your medications, allergies and comprehensive health care notes. This will also help you and your provider make informed medical decisions in a timely fashion, when needed.



## My Penn State Hershey Health

Penn State Hershey offers a convenient and secure website to help manage your health. *My Penn State Hershey Health* lets you connect with your care providers, manage upcoming appointments, check test results as they become available, and view personal health information online.

*My Penn State Hershey Health* provides enhanced communication with your care team, with you and your family at the center of all care planning.

**For more information about our primary care and speciality providers, as well as details about *My Penn State Hershey Health*, visit:**  
[PennStateHershey.org/statecollege](https://PennStateHershey.org/statecollege)

