



Dear Patient:

Our primary care network at Catawba Valley Medical Group has begun to operate as a Medical Home. This is a new concept of healthcare that places an emphasis on the relationship between you and your healthcare team ... with **YOU** being the most important team member!

### **What is a Medical Home?**

A Medical Home is a new concept in healthcare that focuses on a team approach to provide comprehensive, high quality health-care that is cost-effective. We want to nurture a continuous relationship with our patients and partner with you so you can be as healthy as possible.

### **What is Different?**

#### Partnership:

We ask that you take an active role in your health and partner with us. You can do this by discussing with us problems you may be experiencing with your medications {for example: if you don't take them; if they are too expensive; if they make you sick}. Ask questions and share your feelings.

#### Improved Access:

We have worked hard to modify our schedules to provide you with same day availability {in most instances.} It is important that you not only come at your scheduled time, but also notify us immediately if you need to reschedule the appointment.

There is an on-call physician every evening during the week {Monday through Thursday} from 5:00 p.m. until 8:00 a.m. and on the weekends beginning at 5:00 p.m. on Fridays through 8:00 a.m. on Mondays. The on-call physician can be reached by calling 828-324-0258.

Catawba Valley Urgent Care has 2 convenient locations:

1. The Urgent Care located at Catawba Valley Family Medicine- Claremont is open from 5:30 p.m until 8:30 p.m on Tuesdays and Thursdays Only. No appointment is necessary. Anyone in need of non-life-threatening medical care is welcome to come to the office to be seen by a provider as a walk in or as a scheduled patient by calling 828-732.5050.
2. The Urgent Care located at Catawba Valley Family Medicine- Maiden is open on Saturdays from 9:00 a.m. until 1:00 p.m. No appointment is necessary. Anyone in need of non-life-threatening medical care is welcome to come to the office to be seen by a provider as a walk in or as a scheduled patient by calling 828-732-5000.

Our goal is to provide care for non-emergency or non-life-threatening conditions. If you are experiencing an emergency or life-threatening condition you should be treated in the Emergency Department.

#### Preventive and Chronic Care:

Additional staff have been hired to discuss preventive care with patients. You may receive a phone call or a letter informing you that you are due for certain chronic care or preventive services. Our goal is to help prevent you from developing serious medical problems in the future. This may include a screening colonoscopy, mammogram or other preventive services. Many of these preventive services are provided free of charge through various insurance companies. Please let your Medical Home know if you choose not to receive these preventive reminders.

If you have a chronic condition such as diabetes or high blood pressure we will try to schedule your routine check-ups before you leave the office. So that we can appropriately treat your condition, you may receive a phone call to schedule your check-up sooner if a lab result indicates that your condition may be worsening.

Our goal is to be proactive with your healthcare to prevent conditions from occurring or worsening rather than being reactive when a condition does occur. By closing the loop in your healthcare with preventive and chronic care we will work together to promote a healthier you and ultimately decrease overall healthcare costs.

Sincerely,

Your Catawba Valley Medical Group Healthcare Team



## What is a Medical Home?

A medical home is a model of care consisting of a team approach to provide comprehensive health care in a high-quality yet cost-effective manner. This type of care focuses on a continuous relationship with a personal health care provider relationship with a personal health care provider you select. Your chosen provider will take responsibility for coordinating your care through all stages of your life. This unique partnership between you and your health care provider means you always have active involvement in your own health care plans.

## Partner for your Health:

- Let's work together to develop a plan of care
- Commit to and follow your plan of care
- Let us know if you are unable to take your medicine or follow through with your plan of care
- Inform us of any illnesses, hospitalizations, new medications and/or other health-related matters since your last visit
- Tell us about your needs and concerns
- Ask a member of your health care team for help if you don't fully understand something
- Prepare an Advance Care Directive and be certain we have it on file
- Understand that your lifestyle choices affect your personal health
- Give us feedback so we can improve our services

## As your personal healthcare provider, my responsibilities are:

To explain your conditions, list treatment options, and work with you to help plan your care. I will provide your test results in an easy-to-understand way, listen to your feelings and questions when making decisions to guide your care. Discussions about your treatment and records will remain confidential. Our office will provide you with a same day appointment whenever possible. Your healthcare team will give you clear directions about medicine and other treatments that will help you, and will also provide you with instructions on how to meet your health care needs when our office is closed, offering you 24-hour access to clinical advice. Your provider will refer you to a trusted specialist, if needed. I will end each visit by making sure you have a clear understanding of the instructions about expectations, treatment goals and future plans for your care.

# Medical Home Centered on Your Care

## Access Information:

We aim to accommodate your needs and value your time. Our goal is to offer same day scheduling for urgent and emergent needs. To schedule your appointment, call your practice:

## Catawba Valley Family Medicine

Catawba Valley Family Care-Newton 828-732-5180  
Bethlehem 828-732-5680  
Claremont 828-732-5050  
Graystone 828-732-5600  
Long View 828-732-5650  
Maiden 828-732-5000  
Medical Arts 828-732-5100  
Mountain View 828-732-5150  
North Hickory 828-732-5350  
Northeast Hickory 828-732-5550  
Parkway 828-732-5780  
South Hickory 828-732-5500  
Sherrills Ford 828-732-5450  
Taylorsville 828-732-5300  
Viewmont 828-732-5800  
West Mountain View 828-732-5250

## Our Specialty Practices:

Catawba Valley Cardiology 828-732-5700  
Catawba Valley Foot and Ankle 828-732-5530  
Catawba Valley Pulmonology 828-732-5400  
Catawba Valley Vascular Surgery 828-732-5200

## Provider's Commitment

As your personal health care provider, by handing you this packet, I make a commitment to you and understand my responsibilities to you as a patient of this practice. I will do my best to provide you with the highest quality of care possible.

## Patient's Commitment

I have read and understand my responsibilities as a patient of this practice. I understand that it is necessary that I meet these responsibilities so that my health care provider can provide the optimum care for me.

## Extended Office Hours:

### Catawba Valley Urgent Care-Maiden

- 828-732-5000
- Located at CVFM-Maiden 137 Island Ford Road, Maiden, NC 28650
- Saturday 9:00am-1:00pm
- Walk-ins welcome or call for an appointment
- Services available for new patients, acute visits, and physicals

### Catawba Valley Urgent Care-Claremont

- 828-732-5050
- Located at CVFM-Claremont, 3114 West Main Street, Claremont, NC 28610
- Tuesday and Thursday 5:30pm-8:30pm
- Walk-ins welcome or call for an appointment
- Services available for new patients, acute visits, and physicals

## After Hours Access:

Before you visit the Emergency Department please call 828-324-0258. An on-call physician is available after hours from 5:00pm- 8:00am to offer clinical advice. Our goal is to return your call within 30 minutes.

## As our patient, your responsibilities are:

To ask questions, share your feelings, and take an active part in your care. Be honest about your history, symptoms, and other important information, including any changes in your health and well-being. Take all your medicine as prescribed in your care plan and inform us if there is a problem with the medication you are taking. Make healthy decisions about your daily habits and lifestyle. Keep your scheduled appointments or reschedule in advance whenever possible. Call our office first with your health concerns, unless it is an actual emergency. Before leaving our office, make sure you are comfortable with, and have a clear understanding of, your care plan: our expectations, treatment goals and future plans. Value the importance of self-care management.



# CATAWBA VALLEY MEDICAL GROUP

## MEDICAL HOME

### *Partners for YOUR Health*

Welcome to the Catawba Valley Medical Group Network.  
We are glad you have chosen us to be your provider of choice.

A healthy lifestyle is the most important aspect of your overall health!  
If your health is important to you:

- **Make healthy decisions** about your daily habits and lifestyle
- **Call our office first** with your healthcare concerns unless it is an actual emergency
- **Be honest** about your history, symptoms and other important information
- **Take all medicine as directed** and **inform** your provider if there is a problem with the medicine you are taking
- **Value** the importance of **self-care management**
- **Ask questions**
- **Take an active part** in your care
- **Share your feelings**
- **Keep your scheduled appointments** or reschedule in advance whenever possible
- **Make sure you understand** our **expectations**, your treatment **goals** and future **plans**

For after hours care and before you visit the Emergency Department, please call 828-324-0258 unless it is an actual emergency. An on-call physician is available after hours from 5 p.m. to 8 a.m. to offer clinical advice. Our goal is to return your call within 30 minutes.



At Catawba Valley Medical Group (CVMG), we have you covered 24/7. We're here for you after clinic hours during the week, and on weekends too!

Important - Do not ignore a health emergency. If a situation seems life threatening, call 911 right away.

Not a health emergency?

We offer extended hours, making it easier to receive care during hours that suit your schedule. Some practices are open early in the morning, in the evening, or on the weekend. Visit www.cvmgonline.org to see if your physician's office offers extended hours.

During office hours:

Contact your CVMG physician's office by phone

OR Contact your CVMG physician's office by patient portal: https://health.healow.com/cvmg

After Hours/Weekends/Holidays

Call 828.324.0258 to speak with the CVMG physician on-call OR see a CVMG provider at

Catawba Valley Urgent Care - Maiden (Maiden, NC): Weekends: Saturday 9:00am -1:00pm Address: 137 Island Ford Road, Maiden, NC 28650 Phone: 828.732.5000



Catawba Valley Urgent Care - Claremont (Claremont, NC): Weekdays: Tuesday & Thursday 5:30pm - 8:30pm Address: 3114 West Main Street, Claremont, NC 28610-9609 Phone: 828.732.5050



Family Practices

Catawba Valley Family Medicine - Bethlehem 174 Bolick Lane, Taylorsville, NC 28681 Phone: (828) 732-5680

Catawba Valley Family Medicine - Mountain View 2712 S NC 127 Hwy, Hickory, NC 28602 Phone: (828) 732-5150

Catawba Valley Family Medicine - Sherrills Ford 3900 Terrell Park Drive, St. 100 Sherrills Ford, NC, 28673 Phone: (828) 732-5450

Catawba Valley Family Medicine - Claremont 3114 West Main Street, Claremont, NC 28610 Phone: (828) 732-5050

Catawba Valley Family Care - Newton 105B South Main Avenue, Newton, NC 28601 Phone: (828) 732-5180

Catawba Valley Family Medicine - Taylorsville 50 Macedonia Church Rd, Suite A Taylorsville, NC 28681 Phone: (828) 732-5300

Catawba Valley Family Medicine - Graystone 3511 Graystone Place, Conover, NC 28613 Phone: (828) 732-5600

Catawba Valley Family Medicine - North Hickory 212 29th Ave. NE Suite 1, Hickory, NC 28601 Phone: (828) 732-5350

Catawba Valley Family Medicine - Viewmont 1205 North Center Street, Hickory, NC 28601 Phone: (828) 732-5800

Catawba Valley Family Medicine - Long View 2336 1st Ave SW, Hickory NC 28602 Phone: (828) 732-5650

Catawba Valley Family Medicine - NE Hickory 2365 Springs Road NE, Hickory, NC 28601 Phone: (828) 732-5550

Catawba Valley Family Medicine - W Mountain View 1940 Briarwood Drive Suite A, Hickory, NC 28602 Phone: (828) 732-5250

Catawba Valley Family Medicine - Maiden 137 Island Ford Road, Maiden, NC 28650 Phone: (828) 732-5000

Catawba Valley Family Medicine - Parkway 5045 Hickory Blvd, Hickory, NC 28601 Phone: (828) 732-5780

Catawba Valley Family Medicine - Medical Arts 24 2nd Avenue NE, Hickory, NC 28601 Phone: (828) 732-5100

Catawba Valley Family Medicine - South Hickory 1985 Startown Rd. Suite 102, Hickory, NC 28602 Phone: (828) 732-5500

## Choose the right health care setting when you need it.

The quality and cost of medical care can vary widely, depending on where you go for treatment and services. If possible, go to your Catawba Valley Medical Group (CVMG) primary care/family doctor for medical care. Your CVMG team knows you best and can quickly access your medical records.

There are times when you might need treatment and services at facility other than your doctor's office. The following are examples of different health care providers and the services they generally provide:

Doctor's Office Visit	Urgent Care Center Visit	Emergency Room Visit
<b>\$ - Lowest Cost</b>	<b>\$\$ - Slightly Higher Cost</b>	<b>\$\$\$\$\$\$\$\$ - Highest Cost</b>
<p>Visit your doctor's office when you need routine care or treatment for current, non-life threatening health issues. Your doctor knows you and your health history and can provide:</p> <ul style="list-style-type: none"> <li>◆ Routine checkups</li> <li>◆ Annual wellness visits</li> <li>◆ Preventive care</li> <li>◆ Immunizations</li> <li>◆ Treatment of minor injuries, sprains and strains</li> <li>◆ Treatment of common infections</li> <li>◆ Care to manage your general health*</li> <li>◆ Same day appointments</li> <li>◆ Saturday clinic (walk-in and scheduled appointments)</li> <li>◆ A CVMG physician on-call available to speak with you by phone when the clinic is closed</li> </ul>	<p>Urgent care centers offer treatment for urgent, but non-life threatening injuries or illnesses. They are available on a walk-in basis and offer extended weekday hours and weekend hours to provide:</p> <ul style="list-style-type: none"> <li>◆ Treatment of minor infections</li> <li>◆ Treatment of minor injuries, sprains, strains, minor broken bones</li> <li>◆ Small cuts that may need a few stitches*</li> </ul>	<p>The Emergency Room (ER) is for the treatment of life-threatening conditions that require immediate medical attention such as:</p> <ul style="list-style-type: none"> <li>◆ Chest pain</li> <li>◆ Difficulty breathing</li> <li>◆ Signs/symptoms of stroke</li> <li>◆ Sudden change in vision</li> <li>◆ Severe injury</li> <li>◆ Heavy bleeding</li> <li>◆ Large open wounds</li> <li>◆ Major broken bones*</li> </ul> <p><i>Catawba Valley Medical Center and CVMG are part of the same health care system, which allows the hospital and your doctors to care for you in the hospital and at home.</i></p>

\* This is a sample list of services and is not all-inclusive

**Important - Do not ignore a health emergency.  
If a situation seems life threatening, call 911 right away.**



Catawba Valley Medical Group does not discriminate on the basis of sex, age, national origin, disability, or race in its health programs.  
 Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
 繁體中文 (Chinese) 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電  
 Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu