



Welcome
HOME

We want you to think of Martin's Point as your "Medical Home"—a safe and caring place where your health care needs come first.

We invite you to come inside and learn more about what a Medical Home is, and how being part of a Medical Home can help you live the healthiest life possible.

Home is where everyone's on your team.

A Medical Home is a medical office where a team of health professionals, or "care team", works together to provide coordinated care for you.

Your care team is made up of your Martin's Point primary care provider and any specialists, health educators, counselors, pharmacists, and others who may be providing you with health care services. YOU are the most important member on your team.

This team's most important job is to make sure that everyone involved in your care is working together to get you the *right* care, at the *right* time, in the *right* place.

Home is where everybody knows you.

In a Medical Home, your providers know you, your health history, and your personal and family situations. They use this information to suggest treatment options that make sense for you. They'll help you understand your conditions and help you make the best decisions about your care.

Home is where you always have a place at the table.

In a Medical Home, you sit at the head of the table. Your care team members rely on you to be a full partner in your own health care. You do this by sharing information, asking questions to learn how you can be as healthy as possible, and following the health care plans you and your providers develop.

How Does Your Martin's Point Medical Home Work?

In a Medical Home, both you and your care team have important responsibilities.

Care Team Responsibilities

- 1. We will get to know you by listening and** by learning about your health, your family, your life situation and your preferences.
- 2. We will treat you as a full partner in your care** by involving you in treatment discussions and decisions.
- 3. We will communicate with you—first by listening** and then by giving you time to ask questions; making sure you understand your conditions and treatment options; helping you decide what care is best for you; and asking for your feedback about your health care experience.
- 4. We will coordinate your care** by helping you find and make appointments with specialists, hospitals, rehab centers, behavioral health providers, or other health care providers. We'll communicate with other health care providers so we all have the information we need to work together on your health care.
- 5. We will provide you care** based on up-to-date medical knowledge and scientific studies, ensuring you are getting the best and most effective treatment.
- 6. We will maintain your medical records,** including information about your medications, specialist and hospital visits, medical history, test results, etc. We will also help you transfer your medical records, if needed.
- 7. We will support you in caring for yourself** by making sure you have a clear understanding of how to care for yourself before you leave the office; helping you set and meet your care goals; and giving you information about classes, support groups or other services to help you learn more about your condition.

Your Responsibilities

- 1. Be a full partner in your health care.** Learn about your condition and how to stay as healthy as possible. Follow the plan that you and your care team have agreed upon.
- 2. Communicate with your care team.** Plan ahead and write down questions and things you want to discuss at your appointments.
TELL your care team about:
 - Your medical history and how you're feeling now
 - Any medicines, vitamins or remedies you use
 - Any specialist visits or tests you've had
 - Any Emergency Room visits, hospital stays you've had**ASK your care team about:**
 - Your medical condition and how to best care for yourself
 - Any suggested medicines or treatments you don't understand
 - Any specialist visits or tests you've had**IT'S OKAY TO ASK AGAIN!**

If you don't understand something, ask your team to explain it in a different way. If you prefer, ask a family member or friend to come with you to appointments to take notes and help ask questions.
- 3. Keep your specialists or other health care providers informed.** Share your Martin's Point provider's contact information with your other health care providers when you receive care from them.
- 4. Provide us feedback.** Always talk openly with your care team about your care experiences—good or bad—so we can work to serve you better.

*Home is where the lights are always left on for you,
no matter what time of day or night.*

At your Martin's Point Medical Home, care is always available when you need it. You can easily reach us by phone or email, day or night, and you can get an appointment quickly, even on the same day, if you need it. See the back of this brochure for a list of our health care centers and important contact information.

Contacting Us After Hours by Phone or Email

Our Health Care Centers' hours of operation are listed on our website at www.MartinsPoint.org. If you call your Health Care Center after office hours, you'll reach an on-call health care provider. Medical professionals will evaluate your urgent medical needs and will guide you on how you should proceed.

For non-urgent medical needs, you can send secure email messages to your Health Care Center through MyMartinsPoint, our online patient portal. You can access the portal by visiting www.MyMartinsPoint.org. **Please do not use the portal for emergency or urgent care questions.** Instead, see instructions below.

Emergency and Urgent Care

If you have an emergency or urgent need for medical care when our offices are closed, please follow the directions below.

Emergency Care

If you have a medical emergency (a life- or limb-threatening illness or injury that needs immediate care), go to the nearest emergency room or call 911. We don't want you to worry about insurance details in emergency situations, so be sure to familiarize yourself with the requirements of your health plan before an emergency arises. You'll also want to keep your primary care provider (PCP) advised of your emergency care so he or she can provide follow-up care if needed.

Some examples of emergency medical needs are:

- Heart attack, severe chest pain
- Uncontrollable bleeding
- Poisoning
- Convulsions

Urgent Care

If you have an injury or illness that is not life- or limb-threatening but needs urgent care, you can call your Health Care Center at the number provided in this brochure. As stated above, if you call your Health Care Center after office hours, you'll reach an on-call health care provider who will evaluate your urgent medical needs and guide you on how you should proceed.

Some examples of urgent care needs are:

- Sprained ankle
- Cut needing stitches
- Flu symptoms
- Urinary tract infection

YOU



are at the
center of
everything
we do.

Martin's Point Health Care Centers

Biddeford

61 Barra Road
Biddeford, ME 04005
207-283-1441

Brunswick-Baribeau Drive

74 Baribeau Drive
Brunswick, ME 04011
207-798-4050

Brunswick-Farley Road

6 Farley Road in Cook's Corner
Brunswick, ME 04011
207-725-8079

Gorham

575 Main Street
Gorham, ME 04038
207-839-2559

Portland

331 Veranda Street, Building 6
Portland, ME 04104
207-828-2402

Portsmouth

161 Corporate Drive
Pease International Tradeport
Portsmouth, NH 03801
603-431-5154

Scarborough

153 US Route 1
Scarborough, ME 04074
207-799-8596

Call your Health Care Center or look on our website at www.MartinsPoint.org for hours of operation.



MARTIN'S POINT[®]
HEALTHCARE

www.MartinsPoint.org