

## What is a Patient Centered Medical Home?

A Patient Centered Medical Home is not a home or building. It is a team approach to providing comprehensive health care in a high-quality, cost-effective manner. YOU are the most important member of this health care team and caring for YOU is the most important job of the medical home.

Doctors, physician assistants, medical assistants, nurses, social workers, behavioral health providers, case managers and dietitians may all be a part of your health care team. They will help you get healthy, stay healthy, care for you when you are sick and ensure you get the care and services that are right for you.



## Family Practice Group, P.C. The Sagov Center for Family Medicine

11 Water Street, Suite 1-A  
Arlington, MA 02476

Phone: (781) 648-9700  
Fax: (781) 648-0234

Office Hours:  
Mon - Thurs 7:30am - 7:30pm  
Friday 7:30am - 6:00pm  
Saturday 9:00am - 12:00pm

Walk-in appointments are available from 5:00p-6:00p Monday - Friday.



### After Hours of Care

If you have an urgent question after hours the Family Practice Group is part of an after hours call group with 2 other family physician practices in the area.

You can call our office number 781-648-9700. A recording will provide instructions for contacting the physician on call.

The physician will return your call within 15 minutes. If necessary the physician will direct you to a nearby healthcare facility for further care.

# Family Practice Group, P.C.

#### Green Team



Laura Zucker  
MD, MPH



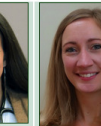
Wayne Altman  
MD, FAAP



David Gunther  
MD



Betsy Shor  
PA-C



Susan Redmond  
MD

#### Purple Team



Stanley Saov  
MD



Bari Brodsky  
MD



Karen Hinchon  
PA-C



Lauren Bao  
PA-C

#### CIC Team



Kerri Hawkins  
MS, RD, LDN



Stephanie Power  
PhD



Pia Rogines Velo  
MD, PhD



Peter McEntee  
MSW, LICSW

## Patient Centered Medical Home

## How Our Medical Home Can Work for You

We are old-style family doctors, but our care is backed by teams, a network of specialists and modern technology.

### What your Team will do for YOU:

- Get to know you and your family
- Provide a friendly, safe atmosphere for your care
- Address most of your needs in our office
- Give you time to ask your questions
- Provide up to date, scientifically valid care
- Focus on prevention and staying healthy
- Coordinate your health care with specialists
- Securely maintain your electronic medical record
- Provide web-based patient portal for emailing your team members and to view your health information



### What YOU can do for your Team:

- Provide a complete medical history including information about care obtained outside our practice
- Talk openly with your team
- Ask your questions!
- Learn about caring for yourself and your medical conditions
- Do your best to follow your plan of care
- Share your experience (both good and bad) with us so we can continue to serve you better

Visit the [Massachusetts Health Connector](#) for information on health insurance coverage options.



### Before your appointment use this checklist:

- Make a list of health questions
- Make a list of past and present health care providers
- Collect all medications in their original containers to bring to the visit
- Take insurance card to the appointment
- If you choose, ask a family member or trusted friend to attend the appointment with you

### During your appointment use this checklist:

- Write down the names of your care providers
- Ask your questions
- Discuss what health issues to work on first
- Understand what needs to be done before leaving our office
- Repeat back to the care providers the things discussed during the visit
- Ask how the care providers can be reached after hours