



*Thank you for choosing Northern Tier Center for Health (NOTCH) as your Patient Centered Medical Home!*

## Patient Centered Medical Home

Since 2014, NOTCH has been recognized by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home (PCMH). A Patient Centered Medical Home provides a team approach leading to total health care. Your Care Team will include your healthcare provider, others who support you, and most importantly – you. Your Care Team will help you:

- Access evidence-based care and self-management support to help manage acute and chronic illness
- Coordinate and understand specialty care
- Help provide access to educational services
- Provide family support
- Inform you of public and private community service

**Office Hours:** Monday - Friday 8:00 AM - 5:00 PM | P: 802-524-4554

**After Hours Coverage:** NOTCH provides after hours coverage 365 days a year. Call **NOTCH Primary Care at 802-524-4554** and request to speak with the on-call provider. They will call you back as soon as possible to discuss your questions or concerns.

**Services:** NOTCH Patients have access to Medical, Dental, Integrated Behavioral Health, Wellness, Outreach, and Pharmaceutical Services across its various locations in Franklin and Grand Isle Counties.

## What to Expect from NOTCH

Your care at NOTCH will be coordinated across all levels using a team approach that helps you achieve wellness in both body and mind. As an active member of your Care Team, you will have a chance to explain things that are really important to you. Together, you and your Care Team can work on a plan that is confidential, personalized (created just for you), and is coordinated with other health care providers.

### Your Care Team will work with you to:

- Answer questions that help you better understand your health care needs
- Listen to your concerns
- Work with other medical experts if necessary
- Coordinate your care through additional services
- Encourage you to play an active part in your own healthcare



## Your First Appointment at NOTCH

Please plan to arrive 15 minutes early for this appointment so that we can make sure all necessary paperwork is complete and that we have all required information on file. This will help your treatment team provide you the best possible care. If you are in need of acute primary care services prior to your first appointment, please contact the **St. Albans Health Center**; we will do our best to address any acute needs that arise. Please let us know at least 24 hours in advance if you need to reschedule your appointment.

NOTCH is committed to providing access to healthcare without barriers. If you have any concerns, we want to know about them so we can work towards addressing your needs. You may contact our organization's Healthcare Ombudsman at **802-255-5559** to discuss any concerns you may have.

### If you have not returned these materials already, please bring the following to your first appointment:

- Completed Patient Registration Form (enclosed)
- Completed Medical History Form (enclosed)
- Signed Protected Health Information Release (enclosed)
- A list of current medications (or bottles)
- Insurance Card(s)
- Guardianship, Power of Attorney, or any other legal documents (if applicable)

### It may also be helpful to bring:

- A list of health care providers you have visited, including contact information and the reason you visited them
- A list of any health-related questions you may have

## Billing and Payment

NOTCH offers a Sliding Fee Discount, based on income, to help with out-of-pocket costs for NOTCH services. Please contact a member of our Billing team at **802-255-5580** for additional information about payment options.

## Find us Here:

The NOTCH Primary Care is in the Doctor's Office Commons at 12 Crest Road, St. Albans, VT 05478  
P: 802-524-4554 | F: 802-527-6792

