



NORTHSIDE Medical Associates

Welcome Letter & Guide for Our Patients

Welcome to Northside Medical Associates and thank you for choosing us as your provider for primary medical care. Our primary goal is to provide quality medical care which is easily accessible and responsive to you in your time of need. We are different than other medical offices you may have visited. This is a private practice, it not owned by a large healthcare entity. Because of this we practice medicine the way it should be practiced. We spend time with our patients and really listen to your needs. Our staff includes a comprehensive interdisciplinary team of professionals who will consistently strive to exceed your expectations to ensure that your experience with us is as comfortable and as stress-free as possible. We try to represent what is right with medicine. We hope you agree.

We Are A Patient Centered Medical Home

As a *Patient Centered Medical Home*, our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall wellbeing, including emotional, family and social concerns. Along with your physician and other health care providers, you are the most important person in managing your health.

A “Medical Home” makes it easier and more comfortable for you to access care on a day to day basis by strengthening your relationship with your primary care provider and the team responsible for your care. With a medical home, your quality of care will be significantly improved, and it will take less time for you to get the care when you need it.

Benefits of A Medical Home Team

- ✓ Your medical home team will have an ongoing relationship with you and your family to manage your healthcare needs.
- ✓ Your team will have access to all of your health information through electronic records in order to effectively manage your care.
- ✓ You will have easy access to care through open scheduling, expanded hours and other methods of communication with your team.

How You Can Help

- ✓ Talk with your primary care provider and team about any questions you have.
- ✓ Keep in touch with your team if further questions arise about your health.
- ✓ Take care of your health by following the plan recommended by your team.
- ✓ Schedule a complete physical exam at least once a year.
- ✓ Always let us know how we’re doing and how we can improve.

We believe our clinic stands for superior health care and that it is our professional responsibility to maintain that standard. Again, thank you for choosing us as your provider for primary medical care.

Sincerely,