

WELCOME TO FAMILY AND MEDICAL COUNSELING SERVICE

Your health and wellness is important to us, and it is our highest priority to give you the best care possible. We believe that providers and patients must work together. This idea is called the **Patient-Centered Medical Home (PCMH) philosophy of care**. We want to work with you to manage your healthcare needs.

Our care team works to provide quality, family-centered and culturally sensitive healthcare in partnership with you to assure that we meet your medical and non-medical needs. We are responsible for assisting you with the coordination of your care, both within and outside of our practice.

Each patient has an ongoing relationship with a medical/care team provider (**personal clinician**) who is trained to provide consistent and all-around care. It is important for you to select a provider who, along with your care team, will help you meet your healthcare needs. The goal of your care team is to assure that you get personalized, coordinated, and high-quality care when and where you need it. The members of the team may include the provider, nurse, medical assistant and/or medical case manager, who work together to provide for the needs of each patient. In addition to medical care, we provide on-site behavioral healthcare including mental health counseling, substance abuse services, psychiatric services, and support groups. Your care team will help you access these services if you need them.

As a medical home, we are committed to providing coordination of care across multiple settings. The goal of your care team is to assure that you get care when and where you need it.

Everyone can use our services, regardless of source of payment. You can get care by scheduling appointments with your selected medical/care team provider. We always try to schedule routine and acute care/sick visits with your selected provider.

We provide care by scheduling appointments during regular business hours. Call (202) 889-7901.

- Monday – Friday: 8:30 AM to 5:30 PM
- Saturday – 9:00 AM to 12:00 PM

We can assist you after hours. Call FMCS answering service, (301) 446-2502.

- If you need help after regular hours, the answering service will send your message to the on-call medical provider. The on-call medical provider will return your call to assist you.
- If you have a life-threatening problem, call 911 or go to your nearest Emergency Room.

You can obtain Patient Portal Access

- Use our online Patient Portal to securely access your health information and communicate with your provider. Simply provide your email address during an appointment to get access to your account!
- Go to <https://health.healow.com/FMCS>. You can log in with your computer or you can download the [Healow App](#) for your smartphone. (Enter practice code [JCBFAA](#) for access.)

We can provide the best care if we know your health history.

- You are a key player of your care team. Your contributions are needed to achieve optimal health. We can provide the best care if we know your health history. We ask patients/families to give us a full medical history and information about any care obtained outside of our Center. This may require you to sign a Consent of Release form. We ask patients to give us updated income, residency, and other information annually to keep patient charts updated. Your feedback is welcome! Please use the patient feedback box and complete available surveys to help us improve the quality of your care.

Our care team will give you evidenced-based care and support for self-management of your care.

- We provide evidence-based services and aim to assist you in the self-management of your care. We use guidelines provided by the Department of Health and Human Service (DHS), the Centers for Diseases Control and Prevention (CDC), the American Academy of Family Physicians (AAFP), and the United States Preventative Services Task Force (USPSTF). We also offer educational materials and support for self-care and self-management.