Did you know that Darnall Health Care System offers a Nurse Advice Line? By calling (254) 553-3695 you can address any medical question 24 hours a day, seven days a week for yourself or a loved one and receive advice on what to do. No question is too small or large. They can provide self care advice, help determine whether you need an appointment or recommend emergency room care. Give them a call at (254) 553-3695 and let them help you with your medical concerns.
What is a Patient-Centered Medical Home?

The Patient-Centered Medical Home (PCMH) model is being adopted across Army Medicine, as well as many civilian healthcare systems.

PCMH provides you and your Family more personalized care with multiple ways to access your care team, thanks to the team-based, holistic approach.

This model is based on the belief that your well-being should always be at the center of every decision about your health. You and your Family will receive more personalized and coordinated care, supported by an entire team of experts to maximize your and your overall wellness.

You no longer have just a primary care provider, but an entire primary care team!

Partner in Your Care

Your care team needs your cooperation. To get the most out of your next visit, be active in your care. Remember, YOU are the most important member of your healthcare team!

**Before your visit**

- Create a list of your medications to include doses, frequency and any questions you have about your health conditions

**During your visit**

- Ask questions and share in the decision making process

**After your visit**

- Follow your care plan and keep your care team informed

The Care Team Approach

**You, the Patient**

- Maintain a healthy lifestyle
- Take medication as prescribed
- Communicate your concerns through email, TCONs, or during the office visit
- Stay informed on your medical conditions and care plan

**Your Providers:**

the Doctor, Physician Assistant (PA) or Nurse Practitioner who partners with you to facilitate your care.

**YOUR Registered Nurse:**

Acts as your Team Leader who is available to you through walk-in services, TCON and secure messaging.

**YOUR Licensed Vocational Nurse.**

Conducts your initial screening during each visit. They are your point of contact to relay any new or changed information regarding your health status. They also encourage open lines of communication between you and the rest of your care team.

**YOUR Extended Team:**

Everyone who provides additional preventive care, including Nurse Case Managers, Population Health Nurses, Dieticians, Behavioral Health Providers, and the Laboratory and Pharmacy teams. They work closely with your assigned care team to provide the most comprehensive care possible.