



Penslow Medical Center is your medical home! This philosophy reflects our commitment to accessible, coordinated, comprehensive, family-centered care. Penslow Medical Center was awarded the highest level of designation as a Patient Centered Medical Home by the National Center for Quality Assurance (NCQA). Our approach to care emphasizes clear communication in partnership with our patients healthcare.

### Our Commitment to you:

- To listen to your questions and concerns and work with you to set treatment goals with your overall health in mind
- To provide high quality, evidence based care
- To coordinate your health care across all settings of care
- To provide access to care when you need it most, including a commitment to providing same day appointments and phone triage when our office is closed
- To encourage transparency and access to your health records, including summaries of your visits and a plan of care accessible through our patient portal

### Our Expectation of our Patients:

- Play an active role in your health, set goals, and communicate your questions and concerns with us
- Communicate with us when you need access to non-emergent care so that we can help you decide on the best setting to serve your health care needs. In addition to our triage line, Penslow has entered into a co-management agreement with Medac Urgent Care. This agreement outlines Penslow's commitment to coordinate our patients care. Please visit their website for more information about their policies and office hours: [medachealth.com](http://medachealth.com)
- Inform us when you visit other health care settings, including specialists, emergency rooms, or hospitals, so that we can make informed decision about your plan of care

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