

Take an Active Role in Your Own Health Care

As a partner on the team, you have a significant role in making sure you get the very best care. This includes:

- **Providing us with a complete medical AND family history**, including past illnesses, surgeries, medications you are taking, etc.
- **Calling us first with any health concerns**, unless it is an emergency.
- **Letting us know if you see another doctor**, such as a specialist, have been to an urgent care facility, emergency department, or admitted to the hospital.
- **Letting other healthcare providers know** about your PCMH and who your primary care doctor is.
- **Asking us questions and working with us to set goals.** Share any concerns you have about reaching those goals so we can figure out the best plan for success.
- **Give us your feedback.** We are committed to quality improvement and want your feedback so we can continue to improve your quality of care.

Focused on Communication

Appointment Checklist

1. Have your insurance cards, ID, and any required copay with you when you arrive for your appointment.
2. If you need to transfer your medical records to the practice, have the name and contact information of your previous provider with you so our staff can assist you in completing an Authorization for Release of Medical Information form.
3. Have your questions ready. There may not be enough time to answer all of them in one appointment. Please highlight and ask the most important questions first. Be sure to keep track of the answers.
4. Talk with your provider about what health problem to work on first.
5. Before you leave the office, make sure you know everything you need to work on before your next appointment.

Your Personal Health Information

A patient Portal is a gateway to your health information and a way to communicate with your healthcare team. It allows you to:

1. Access your personal health record
2. View test results
3. Request medication refills
4. Send and receive non-urgent messages
5. View patient education information
6. Receive healthcare and appointment re-

Welcome to Internal Medicine Physicians

The main focus of our practice is the prevention of major illnesses. Maintaining and optimizing your health is our top priority.

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The Future of Healthcare

www.impdoctors.com

Comprehensive Care

Our goal is to help you feel your best.

To do this, we will:

- Listen to your concerns
- Answer your questions
- Ask for your input
- Work together with you as a team to help you learn what you need to know in order to manage your own health.

Coordinated Care

We will collaborate with other doctors and health-care professionals to coordinate your care. Our goal is clear communication with you and all your health-care providers, including:

- Medical Specialists
- Behavioral Health Providers
- Hospitals
- Home Care Providers

Accessible Care

As a PCMH we offer:

- extended hours on specific days,
- same-day urgent appointments,
- telehealth visits, and
- after-hours care.

Safe, Quality Care

Our medical team is committed to addressing your healthcare needs based on evidence-based medicine; the most recent medical research and clinical recommendations.



The Patient Centered Medical Home (PCMH)

Internal Medicine Physicians has been recognized as a Patient Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA).

The medical home model is focused on the patient and delivers whole-person care that is coordinated and tracked by the primary care provider.

Your Healthcare Team

The Internal Medicine Physicians Patient Centered Medical Home is a team of experienced, Board Certified Internal Medicine Physicians, Certified Advanced Practice Registered Nurses, Certified Physician Assistants, LPNs, and Medical Assistants.

How to Contact Your Medical Home

A Patient-Centered Medical Home provides increased access to care through:

- Same Day Appointments
- Extended Hours
- After-Hours Resources

Call your preferred office to discuss your care needs during normal business hours:
Monday - Friday, 8:00 a.m. - 4:30 p.m.

Alliance Office (330) 821-3244
1207 W. State St., Ste. N., Alliance, OH 44601
Monday 7:30 am - 5:00 pm
Tuesday-Friday 8:00 am - 5:00 pm

Canton Office (330) 492-8117
4080 Holiday St. NW, Canton, OH 44718
Mon, Tue, Thu, Fri 8:00 am - 5:00 pm
Wednesday 7:30 am - 5:00 pm

Minerva Office (330) 868-3711
1168 Alliance Rd. NW, Minerva, OH 44657
Monday-Thursday 8:00 am - 5:00 pm
Friday 7:30 am - 5:00 pm

After Hours Care:

Call the regular office phone number 24/7 for non-emergency concerns. Your care is supported by our answering service staffed with nurses who will listen to your concerns and provide clinical advice or contact one of our providers when medically necessary.

The web-based patient portal also allows you to electronically communicate with our providers and staff.