The Patient-Centered Medical Home is not a physical place, but rather a new model of care delivery.

This model focuses on coordinated care and the strengthening of the physician-patient relationship. Each patient has an ongoing relationship with a personal physician who works with a team of health professionals, including nurses, pharmacists and specialists, to ensure everyone is on the same page when it comes to their health.

The Medical Home is intended to provide more personalized, coordinated, effective and efficient care. This is achieved through a high level of accessibility, providing excellent communication among patients, physicians and staff and taking full advantage of the latest technologies.

We want to know about your experience! Look for an email or phone call giving you an opportunity to complete a Patient Satisfaction Survey. We take your opinion seriously and appreciate your assistance in making Wise Clinical Care Associates the preferred provider in our community.
Improving Patient Care and Access

At Clinical Care Associates our patients are more than just a number, which is why CCA constantly strives to improve the patient experience.

As part of this ongoing effort, Clinical Care Associates has decided to pursue Patient-Centered Medical Home (PCMH) accreditation through the National Committee on Quality Assurance (NCQA).

In hopes of achieving this accreditation, CCA has begun implementing many aspects of the patient-centered medical home, a new, more holistic model of health care delivery.

This model helps primary care practices transition the focus back to the patient. The primary care physician’s role in the patient-centered medical home is to be the constant in the patient’s healthcare journey. The patient’s PCMH provides care coordination, education, preventative care reminders and constantly works to improve the patient’s access to medical services and advice.

The first step in this initiative has been the creation of an online Patient Portal, which allows patients to access and manage their medical records, medications and appointments 24 hours a day, seven days a week.

What are the features of the medical home?

The Patient-Centered Medical Home emphasizes the following features to ensure patients receive the best care possible:

- **Patient-centered**: A partnership among practitioners, patients and their families ensures that patients have the education and support they need to make decisions and participate in their own care.

- **Comprehensive**: A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.

- **Coordinated**: Care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, community services and supports.

- **Accessible**: Patients are able to access services with shorter waiting times, “after hours” care, 24/7 electronic or telephone access, and strong communication through health IT innovations.

- **Committed to quality and safety**: Clinicians and staff enhance quality improvement through the use of health technologies and other tools to ensure that patients and families make informed decisions about their health.

Patient Portal

Clinical Care Associates has implemented a web portal that allows you to manage your health from the comfort of your home. The easy-to-use Patient Portal stores information on your:

- Lab and diagnostic results
- Appointments
- Referrals
- Prescriptions

It’s easy!

The Patient Portal can be accessed by:

1. Ask the staff at your CCA location to “web enable” during your next office visit.
3. Select the ‘View Patient Portal’ icon at the top of the screen.
4. Enter the username and password provided to you by the CCA staff into the login screen.

Access the Patient Portal on your cell phone!

1. Search keyword ‘Healow’ in your app store to install the application.
2. Once installed, search ‘Wise Regional Health System’ and select the clinic address at which you are receiving care.
3. Then enter your username and password, and access all of the patient portal features you enjoy on your computer.