

## How YOURCARE works for you

### YOURCARE team:

- ▶ Is available if you need them. You can communicate with YOURCARE team by phone and you can get an appointment quickly, often on the same day when needed.
- ▶ Knows you and remembers your health history. They know enough about your personal or family situation to suggest treatment options that make sense for you.
- ▶ Makes sure you understand your condition(s) and how to take care of yourself. They help you sort through your options and make decisions about your care.
- ▶ Helps you coordinate your health care – even if they are not giving the care themselves. They will help you find specialists, get appointments, and make sure specialists have all the information they need. YOURCARE team



will also be sure you know what the specialists say and what it means for you.

## For more information contact one of our clinics

- ▶ L.P. Johnson Family Health Center  
1221 E. State Street  
Rockford, IL 61104  
815.972.1000
- ▶ University F.W. Shappert Primary Care Clinic at Belvidere  
2170 Pearl Street  
Belvidere, IL 61008  
815.547.5461
- ▶ University Outreach Services at Rochelle  
903 C South 7th Street  
Rochelle, IL 61068  
815.562.6976
- ▶ University Primary Care Clinic at Rockton  
1511 Blackhawk Blvd.  
Rockton, IL 61072  
815.624.2644
- ▶ University Children's Health Center  
2780 McFarland Road  
Rockford, IL 61107  
815.637.0000

After hours, call your clinic.  
[www.rockford.medicine.uic.edu](http://www.rockford.medicine.uic.edu)

*NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance.*

# YOURCARE.

## Bringing all your medical care together



2011

L.P. Johnson Family Health Center has received the highest level of NCQA Patient-Centered Medical Home (PCMH) Recognition.

UNIVERSITY OF ILLINOIS  
COLLEGE OF MEDICINE  
AT ROCKFORD

The National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. With **YOURCARE**, each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system.

## What is **YOURCARE**?

**YOURCARE** is a team of health professionals who work together to provide care to patients. The team uses modern knowledge and technology to provide the best possible care for you in their office.

## **YOURCARE** is about you

Caring about **YOU** is our most important job. Your care is personal, and the team's job is to make sure you get the health care you need.

## Who is part of the **YOURCARE** Team?

This team may include a doctor, nurse practitioner, resident, medical student, nurse and a health educator, as well as other health



care professionals, like a pharmacist. These team members are like "health coaches" who help you get healthy, stay healthy, and get the care and services that are right for you. Your family caregivers are also part of the team, and **YOU are the most important member!**

## What **YOURCARE** team should do

### Learn about you

- ▶ Get to know you, your family, your life situation, and preferences. Remember these details about you every time you seek care, and suggest treatments that make sense for you.
- ▶ Treat you as a full partner in your care.



### Communicate with you

- ▶ Give you time to ask questions, and answer them in a way you understand.
- ▶ Make sure you know and understand all of your options for care.
- ▶ Help you decide what care is best for you. Sometimes more care is not better care.
- ▶ Ask you for feedback about your experience getting care.

### Support you in caring for yourself

- ▶ Make sure you leave the office with a clear idea of how to care for yourself.



- ▶ Help you set goals for your care, and help you meet your goals one step at a time.
- ▶ Give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

## What you can do

### Learn about caring for yourself

- ▶ Know that you are a full partner in your own care.
- ▶ Learn about your condition and what you can do to stay as healthy as possible.
- ▶ As best you can, follow the plan that you and **YOURCARE** team have agreed is important for your health. If you have questions, ask!

### Communicate with your care team

- ▶ Always bring a list of questions to your appointment. Also bring all your medicines, vitamins, or remedies in their bottles or containers.
- ▶ Always tell your **YOURCARE** team when you don't understand something they said. Ask them to explain it in a different way.
- ▶ Always tell **YOURCARE** team if you get care from other health professionals so they can help coordinate the best care possible.
- ▶ Always talk openly with **YOURCARE** team about your experience getting care from the medical home so they can make care better.

