



# Welcome to your Health Care Home.

Health Care Home (HCH) is a way of delivering health care. HCH is not a building, house, hospital or nursing home; it's a team approach that supports your care. The team includes you, your primary care provider, other healthcare providers and staff at the Mankato Clinic.

## How can a Health Care Home help you?

- At Mankato Clinic, you'll build a relationship with a trusted health care provider who will lead your medical team and watch over your care to help you reach the best health possible.
- Your team will be there to answer your calls and questions, remind you about check-ups and tests, and coordinate your care with specialists.
- Your team will make certain that you receive the right care, when you need it.

## What is Health Care Home?

Mankato Clinic is certified by the State of Minnesota as a Health Care Home (HCH). A HCH is a way of delivering health care. HCH is not a building, hospital or nursing home; it's a team approach that emphasizes coordination of care by organizing timely access to the resources and necessary care. This team-based effort promotes the prevention and management of chronic illnesses. Your care team anticipates your health care needs and works to coordinate care that will meet your individual needs. Much of this work is done behind the scenes before and after your visits to the clinic. The team includes you, your primary care provider, other healthcare providers and staff at the Mankato Clinic. Patients receiving primary care services at the Mankato Clinic are members of our HCH. Certified HCH clinics in the state, including the Mankato Clinic, have achieved higher patient satisfaction and better patient health outcomes, while demonstrating healthcare cost savings.

## What is the role of the patient and family?

You and your family are experts about your needs and are valued members of the HCH team. When patients/families are at the center of the HCH team, health outcomes and quality of life are improved.

- Help set your own health goals.
- Communicate back to your team about meeting your goals.
- Notify your team if you have a change in your health condition.
- Notify your team if you had a hospitalization or emergency room visit.
- Know what medications you take.
- Participate in all decisions about your treatment and the health care services you receive.
- Talk openly with your team. If you feel your care plan is not working, discuss it with your care manager or HCH team, so changes can be made together.

Additional information on back.

### What if I have complex medical needs?

Patients with complex medical conditions may benefit from having an RN Care Manager. The RN Care Manager will:

- Support communication between you, your healthcare provider and your nurse team.
- Assist you in creating a plan of care and lifestyle goals.
- Coordinate care between healthcare providers and specialists.
- Provide education and information related to your needs.
- Connect you and your family to community resources.
- Help with transitions of care between hospital and home.

### Is there a cost?

If you have one or more chronic health conditions, you will see a Health Care Home maintenance monthly charge on your account (ranging from \$11 to \$60). The charge is based on the level of services and coordination required for your care. Most insurance companies cover these charges because these companies recognize the health benefits and costs savings that are possible through the HCH model of care. Government provided health insurance plans such as Medicaid also cover these charges.

Your insurance will be billed for these services. If you have any questions, please call the Mankato Clinic Business Office at 507-389-8507.

### How can you access care after hours or on the weekend?

Urgent Care is available in two convenient locations:

1230 East Main Street | 507-389-8680

1809 Adams Street | 507-625-7684

Monday - Friday 8 a.m. to 8 p.m.

Saturday 8 a.m. to 5 p.m.

Sunday 11 a.m. to 5 p.m.

No appointment needed.

- Mankato Clinic's Nurse Health Line at 1-877-222-7530, is available 24-hours a day. When calling the Nurse Health Line, identify yourself as a Health Care Home patient.
- If you need to speak with an on-call physician, call the Mankato Clinic at 507-625-1811 and follow the phone prompts.
- Your plan of care is available to our health care providers 24-hours a day, seven days a week.

### Certified Health Care Home Locations

#### MAIN STREET

1230 East Main Street, Mankato

Family Practice | 507-389-8587

Internal Medicine | 507-389-8516

#### WICKERSHAM HEALTH CAMPUS

1421 Premier Drive, Mankato

Family Practice | 507-385-4060

#### CHILDREN'S HEALTH CENTER | 507-389-8529

1421 Premier Drive, Mankato

#### NORTH MANKATO FAMILY PRACTICE | 507-625-5027

1575 Lookout Drive, North Mankato

#### DANIELS HEALTH CENTER

1901 N. Old Minnesota Avenue, St. Peter

Family Practice | 507-934-2325

Pediatrics | 507-934-2325

#### LAKE CRYSTAL FAMILY PRACTICE | 507-726-2136

221 S. Murphy Street, Lake Crystal

#### MAPLETON FAMILY PRACTICE | 507-524-3835

305 Main Street N.E., Mapleton

### Where can I learn more about Health Care Home?

The following website provides more detailed information about the patient center HCH and its benefits.

[www.health.state.mn.us/healthreform/homes/](http://www.health.state.mn.us/healthreform/homes/)

