



# Lower Lights Health

LowerLightsHealth.org

## Patient-Provider Partnership

Lower Lights Health serves our community as a Patient-Centered Medical Home.

The Patient-Centered Medical Home (PCMH) is a model of care that puts the patient at the forefront of care. The PCMH Model of Care emphasizes team-based care, communication and coordination, and patient-centered access, better-managed chronic conditions, lower cost of care and improved patient experience and staff experience.

At the practices of Lower Lights Health, our primary goal is to provide the best possible care to every patient. The only way to meet that goal is to build a trusting partnership between an informed patient, the patient's provider, and the health care team.

### *Our locations in central Ohio*

1160 W Broad Street  
Columbus, OH 43222

777 W State Street Suite 201 A  
Columbus, OH 43222

2028 Cleveland Avenue  
Columbus, OH 43211

6000 Cooper Road  
Westerville, OH 43081

1560 S High Street  
Columbus, OH 43207

773 S Walnut Street  
Marysville, OH 43040

69 S Terrace Ave  
Newark, OH 43055



### **To fulfill this partnership, we will:**

#### **Respect you as an individual.**

- Explain diseases, treatments, and results.
- Listen to your feelings and questions to help you make decisions and help set healthy goals.
- Keep medical information and records private.

#### **Provide safe and qualified care.**

- Provide you with your own provider team.
- Provide clear directions about medicines and treatments.
- Send you to trusted experts, if needed.
- End every visit with clear instructions about expectations, treatment goals, medicines, and future plans.

#### **Strive to build flexibility to schedule you with your personal physician/provider whenever possible.**

- Provide 24-hour phone access to the health care team.

### **In return, we trust you to:**

#### **Be in charge of your health.**

- Learn about wellness, preventing disease, and making healthy decisions.
- Learn what your insurance covers.
- Be honest and thorough about your history, symptoms, and any changes in your health.
- Tell us about any medications you are taking or refills you need.
- Tell us when you see other providers and what medications they may have prescribed you.