**Welcome to the UD Nurse Managed Primary Care Center!**

The UD Nurse Managed Primary Care team is constantly working to improve the quality and experience of care provided to our patients. We are currently undergoing a long-term, comprehensive quality effort aimed at achieving national recognition as a Patient Centered Medical Home.  A Medical Home is not a building, place or hospital. Rather, it is an approach to providing comprehensive, personal healthcare.

**As a Medical Home, our goals are:**

* Put you and your family at the center of your care
* Communicate clearly and carefully listen to your questions, concerns, and priorities
* Help you manage short-term issues, long-term chronic illnesses, and help you achieve a healthy lifestyle and overall wellbeing
* Provide care that takes into account not only your physical health care needs, but also your behavioral and mental health care needs
* Keep you up to date with vaccines and preventive care
* Notify you of test results in a timely manner
* Help you to coordinate your care in all settings, including behavioral and mental health services
* Give you information on community and other services to support your physical, social, emotional, and mental health

**As a patient in our Medical Home, we ask that you please:**

* Be an active participant in your health care
* Keep us up to date on new prescriptions or over-the-counter medications you are taking
* Let us know when you see other health care providers so that we can help coordinate your care; when you transfer to our practice as a new patient, or when you see a specialist for care, please ask your other providers’ offices to fax your medical records or a summary of your care to our fax 302-831-3193.
* Ask questions if there is anything you do not understand
* Keep scheduled appointments or call to reschedule as early as possible
* Bring your insurance and photo ID to each appointment
* Pay your co-pays and past due balances at the time of service

**Appointment scheduling:  O**ffice hours are Monday through Friday, 8 am to 4 pm, Wednesday until 7 pm. To schedule an appointment, call 302-831-3195 to speak with Mira, Jeannie or one of our student workers. We do request you pick a Primary Care Provider in our practice. We will always make an effort to schedule you with your selected Primary Care Provider.  If you are interested in changing your NMPCC provider, we can assist you. Same day appointments are available for urgent needs. We advise you to call as early as possible if a same day appointment is desired.

**Contacting our Staff & Providers:** If you have a question for one of our providers or staff during office hours, do not hesitate to call and speak to a front desk staff member who can connect you with the right person on our team. If after hours, please call our office number and follow instructions to reach the on call provider. Of course if you have a medical emergency, call 911 or proceed directly to the emergency room.

For more information about our services and commitment to high quality patient care, please visit [www.udel.edu/nmhc](http://www.microsofttranslator.com/bv.aspx?from=es&to=en&a=http%3A%2F%2Fwww.udel.edu%2Fnmhc). We provide equal access to care regardless of source of payment. If you do not have health insurance, please visit [www.healthcare.gov](http://www.microsofttranslator.com/bv.aspx?from=es&to=en&a=http%3A%2F%2Fwww.healthcare.gov%2F) for information about obtaining coverage. Our partners at Westside Family Healthcare are a great source for information on obtaining health coverage at healthcare.gov. Their enrollment assistants will even offer support with the enrollment process. Their phone number is 302-472-8655.