



## WHEN TO GO TO THE EMERGENCY ROOM

- Anything you suspect is life threatening
- Chest pain
- Difficulty breathing/allergic reactions
- Severe bleeding or head trauma
- Loss of consciousness
- Sudden loss of vision or sudden blurred vision
- Stroke symptoms such as weakness on one side, slurred speech or sudden onset of weakness
- Poisoning or suspect drug overdose
- Seizure
- You feel like hurting yourself or someone else
- Your thoughts don't make sense

## WHEN TO GO TO URGENT CARE

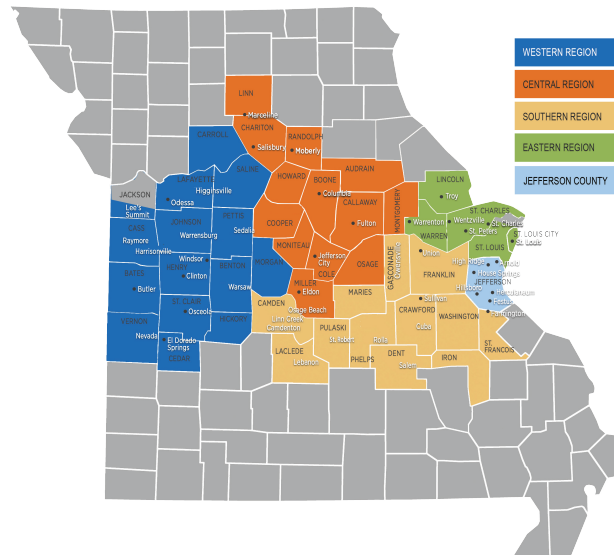
- Minor burns or injuries
- Sprains or strains
- Coughs, colds and sore throats
- Ear infections
- Allergic reactions (non-life threatening)
- Fever or flu-like symptoms
- Cuts/Lacerations

If you are having difficulty determining whether an event is urgent, please call us.



## BENEFITS

- Easily and efficiently schedule appointments
- Understand your conditions and how to take care of yourself
- Know your options and make educated decisions about your care
- Find specialists, schedule appointments, and receive information from your other providers
- Health records available electronically to share information with other providers while increasing accuracy and communication



VISIT OUR WEBSITE TO FIND THE LOCATION NEAREST TO YOU.

844.853.8937  
compasshealthnetwork.org



Patient-Centered  
Medical Home





**PATIENT-CENTERED** is a way of saying that you, the patient, are the most important person in the health care system. You are the center of your health care.



**MEDICAL HOME** is an evidence-based approach to providing total health care. Your medical home includes a team of health care professionals, AND YOU.

### A PATIENT-CENTERED MEDICAL HOME IS:

- **A TEAM:** Compass Health Network operates as a Patient-Centered Medical Home which means that we work together with you as a team. As the patient or client, you are the most important part of the team. Your team members may vary depending on the type of services you receive from us. Some team members are those that you see, and some team members assist in your care behind the scenes. You will be asked to choose the doctor who will be the leader of your team.
- **TOTAL HEALTH CARE:** Compass Health Network is a unique healthcare organization that can integrate all of your medical, behavioral health, and oral health needs in one location. Even if we can't provide the exact service that you need, we can assist you in finding it and we will coordinate ALL of your care across multiple settings.
- **EDUCATION:** Your team members can help you learn about your health concerns and help you manage them at home in between appointments. We work in collaboration with you to develop a plan to improve your health so that you can live as happy and healthy as possible.
- **QUALITY CARE:** The care provided at Compass Health Network is based on the best experience available to us. Our staff are trained in approaches that have been proven to be the most effective. We also use technology and data to make sure that you get appropriate lab work, test, etc. when you need them.

*\* A Patient-Centered Medical Home is NOT a home or a house; nor does it mean that Compass Health provides in-home medical care.*

### WHAT YOU CAN DO TO BE AN ACTIVE TEAM MEMBER

- **COMMUNICATE** with your team about your health questions and provide them with a comprehensive list of your past surgeries, tests, and all medications you are taking including vitamins, supplements and over the counter medications. TELL your team about other health care professionals you see.
- **UNDERSTAND and FOLLOW** the health care plan you and your team have created and tell your team when you are having difficulty sticking to your plan so your team can work together on any changes, if needed.
- **CALL** us anytime during office hours OR after hours at the numbers below. If you have an urgent need to reach us after hours, we can advise you if you need an emergency room visit or if we can see you the next day to resolve your healthcare concern.

**Be sure to know what number to call during and after office hours:**

*During office hours: 8:00 am-5:00 pm (Mon-Fri):*  
**844-853-8937**

*After Hours exchange:*  
Behavioral Health: 888-237-4567 or 988  
Medical: 844-853-8937  
Poison Control: 800-222-1222  
Children's Hospital Nurse's Line: 816-234-3188



INSPIRE HOPE. PROMOTE WELLNESS.