

STERLING HEALTH CARE

Adult & Pediatric Medicine & Behavioral Health

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209 North Maysville Street, Suite 200,
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859.404.7686

Hours: M-F 8:30 am to 5:00 pm
Sat 8:00 am to 1:00 pm

*For urgent medical matters after hours,
please dial 859.404.7686 & select the prompt for the On-Call Provider.
For emergencies, dial 911 or go to your local Emergency Room.*

www.SterlingHealthKY.org



**HEALTH
CARE
FOCUSED
ON
YOU!**



Sterling
Health Solutions

YOUR Patient-Centered Medical Home

WHAT IS A PCMH?

At Sterling Health Solutions, we want to give you the best healthcare available. That's why we are adopting a new way of doing things called the Patient-Centered Medical Home. As a PCMH, we will be your team of healthcare providers working with you to meet your individual health needs. We want you to feel at home with your healthcare. You will see familiar faces who care about you and your health. We will work with you to make sure that you are getting the best possible health care.



What does PCMH mean to me?

A Patient-Centered Medical Home is all about YOU! It partners YOU with your healthcare, and gives you better access to care. And, as YOUR team, we will guide you through a healthcare system, which can sometimes be confusing.



What can my PCMH do for me?

- ✓ Listen to my questions and concerns and to explain disease, treatment and results in an easy-to-understand manner
- ✓ Coordinate my overall healthcare, sending me to trusted specialists, if needed
- ✓ Provide me with same day appointments whenever possible
- ✓ Provide instruction on how to get the care I need when the office is not open
- ✓ Provide clear instructions about my treatment goals and future plans for every visit

What can I do to help my PCMH team?

- ✓ Ask questions and be active in my care
- ✓ Provide my medical history including any changes in my health
- ✓ Call my provider first with my health questions unless it is an emergency
- ✓ Inform my provider whenever I seek medical attention from any other healthcare facility, such as the emergency room or a specialist
- ✓ Have a clear understanding about my treatment goals