



On the Medical Staff at Silver Cross Hospital

INTERNAL MEDICINE
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Dear Patients:

It has always been our goal to deliver the best possible medical care here at Sanitas Medical Group. So, it is with great excitement that we are announcing a new initiative that will make care better for you. Sanitas Medical Group is now a Patient Centered Medical Home.

What is a Patient Centered Medical Home? It is a designation that recognizes our practice as having a team-based approach for your health care needs. As part of our commitment to provide the best possible care, we will focus on wellness and preventative care as well as managing chronic conditions to keep our patients healthy. The most important person on the team is YOU, and the care that we provide will be personalized to meet your needs. All members of the Sanitas practice, including the patient service representatives, the nurses, and the physician providers, are part of your team and will be working to help you stay healthy.

So what will be different in the future? Most importantly, you will continue to receive the outstanding care that you are accustomed to. But, we will be adding many new things that will help us stay more closely connected:

- **Patient Website (also called a Portal).** By using this website you can pre-register, request appointments, access test results, and request prescription refills. This will assist in addressing your needs more quickly so that you have what you need, when you need it. This Patient Portal can be accessed on our main website at sanitasmedicalgroup.org. Of course, you may still make appointments and obtain information by phone.
- **Personalized Care Summary.** We will provide a care summary of your visit which will include current medication list, instructions, future appointments and tests ordered.
- **Patient Survey.** You may receive a survey after you visit with one of our providers. We value your feedback about the practice and the care you received. We then use the information to continuously improve the way we care for patients.
- **Extended Team Members.** Our team consists of Patient Service Representatives, increased nursing staff, the providers and YOU!

Thank you for trusting Sanitas Medical Group for your care. By working together as a team, we believe that we can all make a big difference in keeping you healthy.

Best regards,

Jose Penaherrera, M.D.

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