

Responsibilities

Our Responsibilities

- Listen to your questions and concerns; collaborate with you and include your preferences when setting your healthcare goals; explain disease, treatment and results in an easy-to-understand way.
- Coordinate your overall care, sending you to trusted specialists if needed.
- Provide instructions for obtaining care and clinical advice during and after office hours, and how to access all of the services we provide.
- Provide access to care that is based on proven research, patient/family education and self-management support.

Your Responsibilities to Your Medical Home

- To ask questions and be active in your care
- To provide your health history, symptoms and other health information including any changes in your health
- Provide instructions for obtaining care and clinical advice during and after office hours, and how to access all of the services we provide.
- Provide access to care that is based on proven research, patient/family education and self-management support.

Our Services

| | |
|-----------------------|------------------------------|
| Primary Care Services | HIV/AIDS Case Management |
| Behavioral Health | Medicaid Case Management |
| Medication Assistance | Senior Care |
| Pharmacy | Dental Care |
| Diabetes Education | Work Place Wellness Programs |

Catawba County
Kintegra Family Medicine
133 1st Ave SE, Hickory

Cleveland County
Kintegra Family Medicine
305 W. College Ave, Shelby

Davidson County
Kintegra Family Medicine
420 N. Salisbury St, Lexington
611 Randolph St, Thomasville

Gaston County
Kintegra Adult & Pediatric Medicine
2721 X-Ray Dr, Gastonia

Kintegra Family Medicine
119 W. Pennsylvania Ave, Bessemer City
112 S. Oak St, Cherryville
991 W. Hudson Blvd, Gastonia
609 N. Highland St, Gastonia
111 E. 3rd Ave, Gastonia

Kintegra Pediatric Medicine
991 W. Hudson Blvd, Gastonia

Iredell County
Kintegra Family Medicine
1022 Shelton Ave, Statesville

Kintegra Pediatric Medicine
518 Brookdale Dr, Statesville

Lincoln County
Kintegra Family Medicine
212 Gamble Dr, Lincolnton



Your Patient-Centered Medical Home

Connecting to Patients to Provide
Access to a Coordinated Care
Delivery System

What is Patient-Centered Medical Home?

A “Patient-Centered Medical Home” (PCMH) is how health care is delivered to patients. The medical home team in your doctor’s office manages care and services for you –acting as the “center” of your care. A medical home can lead to higher quality care for patients, and improved care can lead to lower costs for all of us. A PCMH puts the patient at the center of the health care system and provides primary care that is:

- Accessible
- Family Centered
- Compassionate
- Continuous
- Coordinated

Why Kintegra Has Become A PCMH

Patient-Centered Medical Home is a major part of our continuous effort to improve quality, safety, and efficiency within our organization. By replacing episodes of care with whole person care, we can help coordinate your long term health. We believe strongly that providing you with health education and helping you understand your health situation can contribute to better outcomes. Kintegra Health being a PCMH does not affect your insurance coverage in any way. We will provide you enhanced care through same-day appointments and extended hours, and help improve interaction and communication with specialists, other care facilities, and the entire health care team.

Principles of PCMH

- A Personal Physician
- Whole Person Focus
- Coordinated Care Team
- Focus on Quality and Safety

Appointments

Phone: 704-874-3316

You will be able to schedule a well or sick visit, obtain medical advice or request a prescription refill.

You can also request an appointment on  MyChart

For medical problems after-hours, call your medical provider home site (where you see your primary care provider).

All of the Kintegra Health medical facilities provide medical coverage 24 hours a day, 7 days a week. If you or your child has a medical problem at night, on weekends, or on a holiday when the doctor’s office is closed, you are still able to obtain non-emergency medical care. Call your doctor’s office to learn how to reach the After-Hours Nurse Line or the doctor on-call. You can also send a message through MyChart to reach a professional nurse who can help you or your child.

The nurse or doctor on-call will ask for information about the reasons that are making you or your child feel bad.

The nurse will then decide if you need...
...to know that everything is okay.
...to get medical advice on what to do.
...to speak to a doctor.
...to speak to a doctor tomorrow.
...to go to the emergency room.

After-Hours Nurse Line

Catawba County

Kintegra Family Medicine
133 1st Ave SE, Hickory
828-994-4544

Cleveland County

Kintegra Family Medicine
305 W. College Ave, Shelby
704-818-9200

Davidson County

Kintegra Family Medicine
420 N. Salisbury St, Lexington
336-243-7475
611 Randolph St, Thomasville
336-476-2800

Gaston County

Kintegra Adult & Pediatric Medicine

2721 X-Ray Dr, Gastonia
704-874-2255

Kintegra Family Medicine

119 W. Pennsylvania Ave, Bessemer City
704-629-3465

112 S. Oak St, Cherryville
704-435-7954

991 W. Hudson Blvd, Gastonia
704-853-5079

609 N. Highland St, Gastonia
704-772-4700

111 E. 3rd Ave, Gastonia
704-874-3300

Kintegra Pediatric Medicine

991 W. Hudson Blvd, Gastonia
704-853-5010

Iredell County

Kintegra Family Medicine
1022 Shelton Ave, Statesville
704-838-1234

Kintegra Pediatric Medicine

518 Brookdale Dr, Statesville
704-872-9595

Lincoln County

Kintegra Family Medicine
212 Gamble Dr, Lincolnton
704-735-7145