

# 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

# Our PCMH Locations

### Catawba County

#### Kintegra Family Medicine

\*133 1st Ave SE, Hickory

### Cleveland County

#### Kintegra Family Medicine

812 W. King St, Kings Mountain  
\*305 W. College Ave, Shelby  
5009 Fallston Rd, Lawndale  
1760 E. Dixon Blvd, Shelby

#### Kintegra Pediatric Medicine

445 Earl Road, Shelby

### Davidson County

#### Kintegra Family Medicine

\*420 N. Salisbury St, Lexington  
\*611 Randolph St, Thomasville

### Davie County

#### Kintegra Family Medicine

154 Government Center Dr, Mocksville

### Gaston County

#### Kintegra Adult & Pediatric Medicine

\*2721 X-Ray Dr, Gastonia

#### Kintegra Family Medicine

\* 308 E Virginia Ave, Bessemer City  
\*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 

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.

## Behavioral Health Distinction

The PCMH Behavioral Health Distinction shows that the practice is committed to identifying and treating behavioral health conditions such as mental illnesses or substance abuse disorders through an integrated approach with onsite behavioral healthcare access. The criteria to achieve PCMH Behavioral Health Distinction include:

- Behavioral Health Clinicians
- Integrated Treatment Plans
- Evidence Based Care
- Whole Person Care

# 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  
812 W. King St, Kings Mountain  
704-739-5456  
5009 Fallston Rd, Lawndale  
704-538-8532  
1760 E. Dixon Blvd, Shelby  
704-480-9344

**Kintegra Pediatric Medicine**  
1019 N. Lafayette St, Shelby  
704-482-8282

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

**Davie County**  
**Kintegra Family Medicine**  
154 Government Center Dr,  
Mocksville  
336-477-2233

**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  
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, Lincolnnton  
704-735-7145

**Randolph County**  
**Kintegra Family Medicine**  
1831 N Fayetteville St, Asheboro  
336-672-1300