

Welcome to Our Patient Center Medical Home!

The Vicenza Health Center Received NCQA (National Committee for Quality Assurance) Recognition in June 2014. NCQA Recognition signifies Vicenza Medical Service's implementation and dedication to patient centered care through comprehensive, continuous, and coordinated team based care focused on the needs of our beneficiaries. NCQA recognition is just the beginning of this patient-centered journey in transforming Army Medicine from a healthcare system to a system for health. Patient Centered Medical Home: The Foundation of Health and Readiness.

The introduction of the Patient Centered Medical Home applies to all TRICARE Prime (Active duty and their families) served by the Vicenza Health Center, as well as enrolled TRICARE PLUS patients. We also support all other categories of patients who are authorized care in the facility on a space-available basis.

The concept represents a change of primary care access to a patient centered system for Health. We now see today's work *today* by offering two appointment types: same day for new visits and established appointments for follow-up care. At every visit, you will see the same health care provider or team.

An important fixture in the PCMH concept includes improved communication between the patient and the medical team and within the team itself. For example, patients may communicate directly with their provider using secure email. To sign up for secure messaging, visit the Primary Care clinic and ask to fill out one simple sign-up form.

The concept applies locally both at the Vicenza Health Center on Caserma Ederle as well as the Soldier Centered Medical Home at Caserma Del Din. The concept is also taking root at every Military Treatment Facility within the Military Health System. When you leave here, you can count on the same system to travel with you around the globe.

Migration began in the summer of 2102. In January 2013, we began using our new, same-day appointment system. We see patients throughout our normal duty hours. Those operating hours are 7:30 a.m. to 4:30 p.m. on normal weekdays and from 12:30 p.m. to 4:30 p.m. on Thursdays. Our facility is closed on Sundays and Federal holidays.

We are making these changes so patients will experience the same processes and patient-centered culture across all installations within DoD. We use this process to improve our ability to work with you to prevent disease, enhance wellness and manage chronic conditions.

A further benefit is that a medical home extends our insight and influence in the Lifespace that includes Activity, Nutrition and Sleep, the Performance Triad. Health care systems throughout the U.S. and around the world rely on medical home concepts that are proven to increase patient safety and improve an individual's health and well-being.