



UMC

1350 Aspen Street
PO Box 280
Norwood, CO 81423

UNCOMPAGHGRE MEDICAL CENTER



Dear UMC Patient,

Uncompahgre Medical Center (UMC) is recognized by National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home organization. The patient-centered medical home (PCMH) is a model of care that aims to transform the delivery of comprehensive primary care to children, adolescents, and adults. Patient centered means services are provided at a time and in a way that is best for the patient and family, as determined by the patient, whenever possible. UMC has created care teams to improve continuity and quality of care. The patient's team provides continuous and comprehensive care to patients throughout their lives including preventative, chronic, and acute care. Members of the UMC care teams get to know each patient over time. This results in personalized, appropriate care from a team that really knows their patients. A major component to the PCMH is increased access to care. Patients can contact their team directly during business hours via phone or after hours via secure messaging. Patients actively participating in their care in the PCMH commit to providing a complete medical history and information about care obtained outside the practice. In return the team coordinates patient care across multiple settings. As a result, the team becomes a resource for evidence-based care and patient self-management support with the ultimate goal of making patients and their families healthier.

In addition to care teams, UMC staff is certified to assist with the financial responsibilities of receiving care. We can assist with insurance enrollment and eligibility questions. If you are in need of preventative health care or more emergent medical care and are concerned about paying, please let us know. We have many programs to assist with the financial responsibility of receiving care.

During your time with us, please let us know how we are doing. Your input is important and will help us improve the services we provide.

Thank you and we look forward to partnering with you to provide excellent care.

Sincerely,

Heather Linder, MD

Chief Medical Officer

Scott Bookman

Chief Executive Officer