



## What is PCMH?

In an effort to ensure complete patient care, the National Committee for Quality Assurance (NCQA) established the Patient Centered Medical Home (PCMH) program for primary care practices. The main focus of PCMH is to promote a partnership between the provider and patient by actively involving the patient in their own care. A PCMH is an office where the patient has an ongoing relationship with a primary care physician (PCP) and care team who provide continuous and complete care at all times.

### Benefits of PCMH

- Lower inpatient admissions
- Improved clinical outcomes
- Reduced ER visits and hospital readmissions
- Better engaged & happier patients
- Lower costs (especially for individuals with complex chronic conditions)
- Increased patient satisfaction

## What can You Expect from Us?

A patient-centered focus on each patient's unique needs, culture, values, and preferences and support of the patient's self-care efforts.

Comprehensive, team-based care that meets the majority of each patient's physical and mental health needs, including prevention and wellness, acute care, and chronic care.

Care that is coordinated across multiple health care systems and connects patients to medical resources in the community.

Access to care that meets patients' needs and preferences including care provided after hours by email and telephone.

A systems based approach to quality and safety that includes a commitment to ongoing quality improvement, and practicing population health management.



### Office Hours

**Monday—Friday**  
8:00am-5:00pm

### After Hours Clinic

**Saturdays 9:00am-11:00am**

**For appointments call 843-314-1314 or  
book online at [www.pawleysped.com](http://www.pawleysped.com)**

## Access to Clinical Care and Advice

We offer same day appointments, which can be booked over the phone or through our website as available.

All patient requests for clinical advice will receive a response within 1 business day of the date they were received. Requests can be submitted 24 hours a day using our online portal.

Patients wishing to speak with a physician after hours can call 843-652-1000 and ask the operator to page the on-call doctor.

## What We Expect From You

The practice functions most effectively as a medical home when patients provide a complete medical history and information about care received outside the practice. This includes:

- Information about Medications
- Health Status and Self Care
- Medical History
- Recent Test Results
- Data from Hospitalizations, Specialty Care, and ER Visits

## FAQ's

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### **What if I don't have Insurance?**

PPAM Provides equal access to patients regardless of insurance status.

### **How can I obtain insurance?**

For directions on applying for Medicaid visit

<https://www.scdhhs.gov/how-to-apply>

### **Does PPAM offer Financial Assistance?**

PPAM offers Financial Assistance to those who qualify. For more information speak to your physician.

### **Do I have to change physicians when transitioning from pediatric care to adult care?**

Our physicians specialize in both pediatrics and internal medicine, so you are not required to switch physicians. However when transitioning to adult care, physician selection based on gender is an option.

### **How can I communicate with my doctor if I don't speak English?**

PPAM has several bilingual staff members who can assist patients with language barriers. Most insurance companies also have dedicated translator phone lines that are available for their members use.

### **Does PPAM treat Behavioral Health issues?**

We treat low level behavioral health needs in office and place referrals if additional care is needed.

### **What happens if I change insurance plans?**

When you change insurance plans you need to call the office and give the new plan information, so that your account can be updated and benefits verified ahead of appointment time. You must also bring your card with you to your next appointment so a copy can be added to your account.



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## About PPAM

Our Practice was established in August of 1992. With seven physicians, PPAM has over 76 years of experience meeting the healthcare needs of your family. As specialists dually trained in both Internal Medicine and Pediatrics, we are uniquely qualified to take care of all the members of your family; infants, children, adults and senior citizens.

We are the only primary care doctors with privileges at both Tideland hospitals; allowing you to be treated by one of our doctors during your stay.