

Primary Care and Iliuliuk Family & Health Services

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Our Mission and Primary Care Providers

The Iliuliuk Family & Health Services' mission is to promote health and well being by treating the whole patient. Our goal is not only to provide care to the sick or injured, but to teach and promote accepted and effective preventative and community health programs. As we strive to meet our goal of taking care of you as a whole person, and promoting preventative health, we are implementing a new system whereby each patient has an identified primary care provider.

What is primary care?

Primary care includes health promotion, disease prevention, health maintenance (your annual exam and screening tests), counseling and patient education. Primary care also includes the diagnosis and treatment of acute and chronic disease, managed by a personal provider who collaborates with other medical professionals (ie specialists) to provide consultation or referral as needed. Primary care is by its nature broadly based. This allows the provider to look at the whole picture in considering what may be relevant in diagnosis, management, or education.

Does everyone need a Primary Care Provider?

Yes. Every person, whether healthy or not, can benefit from a long-term relationship with a provider. When a patient has an identified Primary Care Provider, the patient tells their medical "story" fewer times, and to fewer people. When the clinic staff knows about this relationship by formally linking patients to providers, it helps the nursing staff more efficiently answer patient questions and concerns. Providers who choose primary care specialties like Internal Medicine and Family Medicine often do so because they value relationships with their patients. It is rewarding for us to follow patients over time, work on medical issues together, and see the results of our treatment plans that we've made together. In addition, the PCP can take advantage of their knowledge of the patient, their family, environment and community to help and advocate for their patient.

Why now?

In the past, the clinic did not formally link patients to specific providers because we were much smaller in terms of providers, patients and scope. The clinic population has doubled in the past 5 years, as has the staff. In the past, many residents identified Dr White or Dr Hudson as their PCP, but now, with the ability to have on-island, year-round physician and mid-level staff, we have identified other much-needed quality assurance and administrative duties for Drs White and Hudson when they visit us quarterly. When we hire new provider staff, we ask them to commit to at least 2 years with us. We

also are looking for providers that are trained in primary care. We know that it doesn't take much time for a patient and provider to benefit from continuity of care, so the time to start is now!

How do I get a Primary Care Provider?

You may have already been seeing the same provider when you come to the clinic, or you may have been seeing different providers every time. It is important for us to know who you view as your "PCP". We currently have 5 providers that are available to pick as your PCP; David Baines, MD, Heidi Baines, MD, George Khoury, MD, Jessica Ambrose, PA-C and Wendy Hladick, PA-C. We do have other providers who work with us throughout the year to help with busy times, and will be increasing our staff. Let us know, by calling the clinic, or stopping by, who you would like your PCP to be and we will enter this information into our system. If your identified provider should leave, we will send you a letter to let you know, and you will automatically be transferred to a new PCP with similar qualifications. Remember, you always have the option of changing your PCP.

What if my PCP isn't available and I need to be seen at the clinic?

The best way to ensure continuity of care (being seen by your PCP as much as possible) is to schedule your appointments in advance. If you have an acute injury or illness, you can always come as a walk-in and see whoever is available to see walk-in patients that day. Usually these kinds of emergencies and urgencies don't impact your long-term medical issues, but if they do, and you know who your PCP is, the provider caring for you that day has the benefit of knowing that they can get more information about you from someone who knows you really well, and can ask your PCP to be sure to follow-up on any other issues.