



300 E. Edgewood Dr.	Friendswood, TX 77546
friendswoodfamilymed.com	Monday – Friday 7 am – 4 pm
Phone: 281-485-9034	Text: 281-626-8240
Email: admin@friendswoodfamilymed.com	Fax: 281-485-9807

Clinic Information

Regular Clinic Hours

Monday – Friday 7:00 am – 4:00 pm

Summer Clinic Hours (June – August)

Monday – Thursday 7:00 am – 5:00 pm

After Hours FFM is available to patients for after-hours clinical advice.

Call Main Phone Number: (281) 485-9034

1. Callers will be prompted to press “1” to leave a message for office staff.
2. “If matter is urgent, press 7” & patient/family/caregiver will be connected to on-call provider.

Friendswood Family Medicine

Welcome to

Friendswood Family Medicine

We are delighted that you have chosen us to be your Patient-Centered Medical Home.

We take pride in being an independent medical practice employing medical providers from the local community.

Our goal is to offer quality, friendly, family-oriented healthcare with emphasis on preventive medicine & shared decision making.

What is a “Patient-Centered Medical Home”

Patient-Centered Medical Home (PCMH) is a *model for delivering primary care*. The *model* organizes care around patients, working in teams to coordinate & track care over time. For more information about PCMH visit:

ncqa.org/programs/health-care-providers-practices/patient-centered-medical-home-pcmh/

Patient-centered Philosophy

- Each patient has an ongoing relationship with a selected primary care provider (PCP) trained to provide 1st contact, continuous & comprehensive care.
- Your PCP & Care Team collectively takes responsibility for ongoing care of patients, including assisting in coordinating care across multiple settings, such as diagnostic testing, hospital stays, emergency department visits & prescription management.
- Using a whole-person approach, patients, families & caregivers actively participate in decision-making & give feedback on their expectations.
- Patients, families, & caregivers receive culturally & linguistically appropriate care.

Comprehensive Coordinated Care

- A team of care providers is accountable for the patient’s physical & mental health care needs, including prevention, wellness, acute care & chronic care.
- Primary care includes health promotion & maintenance, disease prevention & management, counseling & patient education, diagnosis & treatment of acute & chronic conditions.
- The PCP & Care Team works to integrate & coordinate care with specialists, diagnostic services, hospitals, & other modes of care delivery.
- Behavioral health is a critical component of patient care. We will help you identify any behavioral health needs that you may have & assist in referring you for appropriate care.

Evidence-based Medicine

Evidence-based medicine advocates that to the greatest extent possible, decisions & policies should be based on evidence, not just the beliefs of practitioners, experts, or administrators. To guide medical decision-making & ensure quality & safety, our Providers use clinical decision support tools & rely upon evidence-based guidelines for care.

Access to Care

Enhanced access to care is available through same-day scheduling for urgent & routine care, clinical advice by telephone 24/7/365, secure text messaging, website communication, & patient portal. Ask a staff member how!

Quality & Safety

- Providers & staff enhance quality improvement through internal communication, use of health information technology & other tools to ensure patients, families & caregivers make informed decisions about their health.
- The electronic health record (EHR) & other forms of health information technology, like the secure patient portal, support optimal patient care, communication & patient education.
- Our Providers strive to improve your patient care experience through continuous quality improvement in clinical care & patient experience.

Patient Expectations

The Clinic expects to receive comprehensive information from patients, families, & caregivers to effectively serve as the patient's medical home. At a minimum, this information includes the following:

- medications (prescription & nonprescription, over the counter (OTC), CBD oils, herbal & vitamins, nutritional & dietary supplements).
- known allergies.
- medical history (patient & "first degree" family).
- mental health /substance use history (patient & "first degree" family).
- current health status & recent test results.
- self-care information.
- recent hospitalization(s) &/or emergency department visits & where to obtain information.
- names of specialists & signed release of information forms to get visit information from specialists.
- diversity & language information.
- complete other demographic information & assessments.

Informational/Educational Websites

Medical Providers go to school for many years to gain the education required to make daily decisions about your healthcare. Their education, along with years of experience, enables them to work through complex symptoms to establish diagnoses & formulate treatment plans. The internet is an educational tool that cannot replace the experience of your healthcare provider. Patients should be very wary of Google search results since most websites are *not fact checked for accuracy* & "knowledge" gained from the internet may do more harm than good.

Recommended Websites

Prescription Assistance

- rxassist.org/ – Information on over 100 medication manufacturers' patient assistance programs, including programs that offer free prescription medications for eligible patients.
- needymeds.org/ – provides information on how to enroll in charitable programs.
- goodrx.com/ – Website & app that provides discounts on medications at most pharmacies.

Multilingual Patient Education

- [Health Information | National Institutes of Health \(NIH\)](#)
- [MedlinePlus - Health Information from the National Library of Medicine](#)

Patient Education & Health Resources

- Vaccineinformation.org – For parents & people of all ages, we provide **accurate & factual information** about vaccines & the diseases they prevent. Vaccination saves lives!
- [Trusted Health Education from Family Physicians | familydoctor.org](http://familydoctor.org) – American Academy of Family Physicians.
- [American Diabetes Association | Research, Education, Advocacy](#)
- [American Heart Association](#) | To be a relentless force for a world of longer, healthier lives.
- [American Cancer Society](#) | Information & Resources about for Cancer: Breast, Colon, Lung, Prostate, Skin
- [Mayo Clinic](#) – Easy-to-understand answers about diseases & conditions.
- [Drugs.com](#) – Prescription Drug Information – Know More. Be Sure.

Additional Resources

- [AHRQ: Agency for Healthcare Research and Quality](#)
- [Centers for Disease Control and Prevention \(cdc.gov\)](http://cdc.gov)
- [U.S. Food and Drug Administration \(fda.gov\)](http://fda.gov) – Latest drug recalls & other helpful topics.
- [Texas Medical Board \(state.tx.us\)](http://state.tx.us) – Rules & regulations governing physicians & other health care providers.
- [Texas Health and Human Services](#) – Information & forms for **Do Not Resuscitate** (DNR) orders, **Living Will** & other resources.

Senior Care

- [Senior Care and Elder Care Services | ElderCare.com](#) – Matches families with elder care providers.
- [Advice & Resources for Caregivers and Seniors | SeniorLiving.org](#) – Tools, guides & expert advice concerning housing, safety, money & health.