



Welcome to Champlain Center for Natural Medicine.

We are a Medical Home Primary Care office. The following information is to inform you of all that is offered to you by being a patient here. Please keep this page for your records.

Mission: Champlain Center for Natural Medicine is a medical home, committed to creating an environment where your health care needs are accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally competent. We are concerned about the complete range of health care needs of our patients to ensure whole person care; including preventative care measures, chronic condition management and behavioral health related issues.

We view ourselves as care partners with you working to develop comprehensive care plans, promote self-management and community-based support of your health care need. We practice our care using evidence-based guidelines and are happy to share them with you.

All new patients are assigned to a primary provider – who will work closely with you to optimize your health. Provider assignment is based on patient choice and provider availability – every effort is made to accommodate requests.

#### **As your medical home we will:**

- Take care of your health care needs when you are sick and we will help you to stay well.
- We will plan your care and set goals for your personal needs, for now and in the future.
- Talk with you about any testing and treatments that you may need.
- Work with you and other care providers to coordinate care.
- Provide resources, education and information regarding medications, specialists, community health team resources, home care, equipment and vendors, support services for you and your family, other key local services as the needs arise.

#### **Hours and Availability:**

- Hours: Monday through Friday 8:00 AM to 5:00 PM  
Wednesday 8:00 AM to 7:00 PM
- We are available to you 24/7 if you need urgent clinical advice outside of normal business hours. Please call the office and the answering machine will direct you to the on-call provider. Your calls will be returned within 60 minutes unless the provider is involved in an emergency, if that is the case, they will return your call as soon as they are available.
- For patients needing clinical advice during normal business hours we are committed to returning your calls within 72 hours.
- For patients needing to be seen urgently we provide same day appointments.
- Routine physicals and non-urgent office visits are scheduled within 30 days of the request.
- Post hospitalization follow up appointments are scheduled within 7 days.

**Our staff works very hard to meet your special requests so please let us know what your needs are.**

**[www.vtnaturalmed.com](http://www.vtnaturalmed.com)**

**3804 Shelburne Rd, Shelburne VT, 05482 | Ph: 802.985.8250 | Fax: 802.985.3401**