



Patient Centered Medical Home Certification Guide, Version 3.0

Practice Culture and Patient Centeredness (PC), v3.0

PC 1: Staff Training Requirements

PC 2: Effective Practice Workflow

PC 3: Patient Empowerment and Engagement

PC 4: Health Literacy

PC 5: Patient Rights and Responsibilities

Electronic Capabilities (EC), v3.0

EC 1: Patient Registry

EC 2: Electronic Prescribing

Access to Healthcare Services (AHS), v3.0

AHS 1: Access to Healthcare Services

AHS 2: Enhancing Patient Access to Services

AHS 3: Comprehensive Services and Resources

AHS 4: Community Resource Referrals

AHS 5: Tracking and Follow-up on Community Resource Referrals

AHS 6: Referral Process

AHS 7: Tracking and Follow-up on Clinical Referrals

AHS 8: Chronic Condition – Appointments

Coordinated Quality Care (CQC), v3.0

CQC 1: Managing Test Results

CQC 2: Promoting Wellness and Preventive Care

CQC 3: Wellness Information and Materials

CQC 4: Patient Reminders

CQC 5: Ongoing Care Management Protocols

CQC 6: Informed Decision Making with Patients

CQC 7: Medication Safety Management

CQC 8: Coordination of Care

CQC 9: Coordinating Care Transitions and Written Plans

CQC 10: Appropriate Use of Clinical Guidelines

CQC 11: Health Record Information Exchange and Alerts

CQC 12: Chronic Condition - Care Management

CQC 13: Self-Management of Chronic Conditions

CQC 14: Chronic Condition Management

CQC 15: Self-Management Support and Assessment Capabilities

Performance Monitoring and Improvement (PMI), v3.0

PMI 1: Performance Reporting - Tracking and Reporting

PMI 2: Performance Reporting and Validation

PMI 3: Analysis of Performance Reporting Data

PMI 4: Levels of Performance Reporting

PMI 5: Performance Improvement

Reporting Performance Measures to URAC (RPT), v3.0

RPT 1: Reporting Performance Measures to URAC

Health Information Technology (HIT) Designation, v3.0

HIT 1: Electronic Health Record Functions

HIT 2: Electronic Communications Portal

HIT 3: Enhancing Patient Access to Services

HIT 4: Ongoing Care Management Protocols – All Patients

HIT 5: Coordinating Care Transition and Written Plans

HIT 6: Performance Reporting and Validation

HIT 7: Reporting Performance Measures to URAC