

Table 1. Principles of Patient-Centered Medical Homes and Exemplary My HealtheVet Patient Portal Features.

Patient-Centered Medical Home Principle	Exemplary My HealtheVet Patient Portal Features
<p>Whole Person. The primary care team is focused on the whole person, with patient preferences guiding care.</p>	<p>Health calendar                      Health history                      Health information collection                      Health screening tools                      Links to community resources                      Online courses                      Track health diaries and measures                      VA resource information                      Wellness reminders</p>
<p>Team-Based Care. Primary care is delivered by an interdisciplinary team led by a primary care provider using facilitative leadership skills.</p>	<p>Appointment views                      Caregiver, provider, &amp; health insurance information                      Secure messaging</p>
<p>Enhanced Access. Veterans receive the care they need at the time they need it from an interdisciplinary team functioning at the highest level of their competency.</p>	<p>Appointment views                      Health screening tools                      Medication summary                      Prescription refills                      Secure messaging                      Wellness reminders</p>
<p>Comprehensive. Primary care serves as a point of first contact for a broad range of medical, behavioral and psychosocial needs that are fully integrated with other VA health services and community resources.</p>	<p>Caregiver, provider, &amp; health insurance information                      Health calendar                      Health information collection                      Health screening tools                      Links to community resources                      Online courses                      Records of care received                      VA resource information</p>
<p>Relationship-based. Every patient has an established and continuous relationship with a personal primary care provider.</p>	<p>Appointment views                      Records of care received                      Secure messaging</p>
<p>Communication. The communication between the Veteran patient and other team members is honest, respectful, reliable and culturally sensitive.</p>	<p>Health information collection                      Online courses                      Prescription refills                      Secure messaging                      Wellness reminders</p>
<p>Coordination. The primary care team coordinates care for the patient across and between the health care systems including the private sector.</p>	<p>Caregiver, provider, &amp; health insurance information                      Medication summary                      Printable VA health summary                      Records of care received</p>