



What is a Primary Care Provider/Care Management Team?

A Primary Care Provider (PCP) is a doctor, nurse practitioner or physician assistant who is assigned to you to manage your healthcare needs.

Some patients will have a Care Management Team: A Primary Care Team is comprised of your primary care provider and any other providers, counselors, social workers, etc., who are assigned to you to help manage your healthcare needs.

Your PCP is:

What is Evidence-Based Care?

Evidence-Based Care is an approach to medical practice where the provider makes decisions about the patients' care based on evidence from well-designed, well-conducted, up-to-date research.



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Hours of Operation:

Monday thru Friday 9:00am to 5:00pm

To reach a medical provider when our office is closed please call (570) 970-2864 and follow the prompts.

If you have an emergency that cannot wait until the clinic is open, call 911 or go to the nearest Emergency Department.

A Patient Centered Medical Home

Volunteers in Medicine is a non-profit, community-based organization developed to help meet the primary health care needs of the working uninsured and the under-insured populations in Luzerne County, Pennsylvania. The program is designed to provide free primary and preventative health services for those individuals who are employed but have no access to or cannot afford health insurance.

Our main goal is to be your healthcare partner by serving as your medical home. We are committed to coordinating your treatment, through your primary care provider and/or care management team, to ensure you receive the most up-to-date, evidence-based care.





What is a Patient Centered Medical Home?

The patient-centered medical home (PCMH) is a model of care that puts patients at the forefront of care. It helps to build better relationships and promotes communication between patients and their healthcare providers, improve the quality of care patients receive, increase access to clinical and non-clinical resources to patients and improves patient and staff satisfaction while decreasing overall healthcare costs.

Be A Part Of The Team!

To be successful as a patient centered medical home we need you to play an active part in the healthcare team.

Here are some things you can do to help:

- Inform of us immediately of any visits to other healthcare providers, specialists, emergency/urgent care visits, hospitalizations, etc.
- Bring any old records, paperwork, discharge summaries, etc. that you may have from these visits. If you do not have old records, please sign a release of medical information so that we can receive these records.
- Always inform the Emergency Department, Urgent Care, specialists, etc., that we are your primary care provider.
- Always bring an updated list of medications, including doses, with you to your appointment.
- Keep your contact information up-to-date.
- Don't be afraid to share information with your provider/care team! ASK for help!
- ASK questions if you don't understand! No question is dumb.

Services We Offer

- Primary and Preventative Health Care
- Chronic Disease Management
- Clinical Pharmacy Services
- Case Management
- Laboratory Testing
- Radiological Testing
- Dental Care
- Nutritional Education
- Behavioral Health Evaluations
- Women's Health
- Physical Therapy
- Massage Therapy
- Chiropractic Services
- Reiki Therapy
- Counseling
- Social Work
- Smoking Cessation
- And much more!

