



Thursday October 5, 2023

Dear patients of Matawa Health Cooperative,

Thank you for trusting Matawa Health Cooperative (MHC) with your health and well-being. We continually try to think of ways to improve your access to services to provide you with the best care. As you are likely aware, there have been changes to the Health Care Providers (HCP) at the clinic. We also have HCPs who travel to the Matawa Communities as their regular practice. We want to ensure that there will be availability for all MHC patients.

Therefore, as providers, we have collectively decided to change from a "Specific Provider" model (where you are assigned a specific HCP who follows you) to a Team Based Care where you may see any provider available from a group.

What is a Shared/Team/Collaborative Provider Care Model or Team-Based Care:

Patients can see any provider for the care they need at a time that best suits them. All providers involved in the patient's care will be in the loop and maintain confidentiality.

What this means for you:

Please continue to request medical appointments with MHC. You will be booked with a HCP who fits your availability and needs.

What we will be doing:

We commit to continuing to provide you with high quality, accessible care within your medical home at MHC. We will continue to operate within the strict confines of patient-provider confidentiality.

Limitations:

We understand that there will be bumps along the road in terms of this model. We understand that having consistency and continuity are important to you. We hope that these changes improve patient satisfaction. We also understand that there are some situations where seeing the same provider would be beneficial, and we hope that this may be possible.

Thank you and chi-miigwetch for choosing MHC as your medical home, where we are constantly trying to serve you better.

Sincerely,

Matawa Health Co-operative