



Patient Centered Medical Home

An Advanced Primary Care Practice

PRACTICE HOURS:

Our office is open Monday thru Friday 8:30 am to 5:00 pm. We strive to keep same day office appointments available for same day care. Please call our office as soon as you feel you need to be seen and we will make every effort to see you that day.

We strive to accommodate patients who need more urgent care. Please call us to see if we can see you when you are ill and for us to guide your care. An on-call physician can be reached for emergencies after hours by dialing 231-935-5000 and having the on-call physician paged. That physician can give you direction for urgent care.

We strive to get all test results that we order to our patients. Please call our nursing staff @ 231-929-7933 if you haven't heard from us within the suggested time frame after tests were done.

REFERRALS

Referrals are made through our electronic health record so we can share important detail about your health history with the physician we are referring you to.

A Patient-Centered Medical Home is a trusting partnership between a doctor-led health care team and an informed patient. It includes an agreement between the doctor and the patient that acknowledges the role of each in a total health care program.

We will:

- Ask what your goal is, or what you want to do to improve your health.
- Ask you to help us plan your care and to let us know if you think you can follow the plan.
- Create written copies of care plans for complex illnesses.
- Have the care team members doing more and /or different parts of care.
- Remind you when tests are due so that you can receive the best quality of care.
- Ask you to have blood tests done before your visit so the doctor has the results at your visit.
- Explore methods to care for you better - including ways to help you care for yourself.

We trust you, our patient, to:

- Tell us what you know about your health and illnesses.
- Tell us about your needs and concerns.
- Take part in planning your care.
- Follow the care plan that is agreed upon -or let us know why you cannot, so that we can try to help or change the plan.
- Tell us what medications you are taking and ask for a refill at your office visit when you need one.
- Ask other doctors to send us a report about your care when you see them.
- Seek our advice before you see other physicians. We may be able to care for you and we know about the strengths of various specialists. This enables us to order appropriate tests and procedures before you see the specialist, if needed, so your visit there is more efficient.
- Learn about wellness and how to prevent disease.
- Learn about your insurance so you know what it covers.
- Respect us as individuals and partners in your care.
- Keep your appointments as scheduled, or call and let us know when you cannot.
- Pay your share of the office visit fee when you are seen in the office.
- Give us feedback so we can improve our services. (We may survey you in the future to understand this better).

We will continue to:

- Provide you with a care team who will know you and your family.
- Respect you as an individual - we will not make judgements based upon race, religion, sex, age, disability, etc.
- Respect your privacy - your medical information will not be shared with anyone unless you give us permission or as it is required by law.
- Give the care you need when you need it.
- Give care that meets your needs and fits with your goals and values.
- Give care that is based on quality and safety.
- Have a doctor on call 24 hours a day and 7 days a week.
- Take care of short illness, long term disease and give advice to help you stay healthy.
- Tell you about your health and illnesses in a way you can understand.