

# PRIMARY CARE

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# Patient & Provider Partnership

Our practice is changing how we care for patients. As a Patient Centered Medical Home (PCMH), our health care team is dedicated to partnering with you to coordinate all of your health care needs.

## What Is A Patient-Centered Medical Home?

- A Patient Centered Medical Home is called a “Home” because we’d like this to be the first place you think of for all your medical needs
- A Patient Centered Medical Home is not a building. It is a home-base for your health care needs
- A Patient Centered Medical Home is a trusting partnership between a health care team led by your doctor and you – the informed patient

## What We Expect of You

- Respect us as individuals and as partners in your care
- Take part in planning your care and follow the agreed upon care plan. If you are unable, tell us why so we can help
- Be honest about your medical history, symptoms, and other important information about your health
- Tell us about any changes in your health and well-being
- Tell us what medications you are taking including prescriptions from other providers, herbal supplements and any over the counter medications
- Let us know when you see other doctors and what medications they prescribe for you or change
- Ask other doctors to send us a report about your care when you see them, even your eye doctor
- Make healthy decisions about your daily habits and lifestyle
- Learn about wellness and how to prevent illnesses
- Contact us during emergencies, so we direct you to the right care
- Keep scheduled appointments or reschedule appointments in advance whenever possible
- Pay your share of the visit fee when you are seen in the office
- Please ask if you have questions about your care or other resources available to you outside of this office, such as community agencies or services that might benefit you

## Our Commitment to You

- Respect you as an individual – we will not make judgments based on race, religion, sex, age, disability, sexual orientation, gender self identity or nationality
- Give you care that is based on quality and safety
- Provide care that meets your needs and fits with your goals and values
- Have a doctor on-call 24 hours a day, seven days a week
- Tell you about your health and any illnesses in ways you can understand
- Give you clear directions about medications and other treatments
- End every visit with clear instructions about expectations, treatment goals and future health care plans
- Help you manage any acute illnesses and chronic diseases and give advice to help you stay healthy
- Utilize health care technology to best coordinate your medical care (electronic medical record, patient portal, etc.)
- Respect your privacy – We will keep treatments, discussions and medical records private. Your medical information will only be shared with others if you give us permission or as indicated in our HIPAA Notice of Privacy Practices
- Your medical information will be shared with other providers involved in your care
- Give you information about community resources available for help with transportation for medical services, mental health or substance abuse services, financial assistance for medical or other needs

## Changes You May Notice:

- We may ask you what your goal is or what you want to do to improve your health
- We may ask you to help us plan your care and to let us know if you think you can follow the plan
- We may give you a written copy of your care plan
- We may ask you to have blood tests done before your visit, so the doctor can review the results with you during your visit
- You will have a variety of ways to work with your care team including face-to-face visits, telephone visits and e-visits
- We will remind you when tests are due, so you receive the best quality care
- We will use advanced electronic technology to help us provide more efficient care and communication
- Your health insurance provider may require a follow up phone call by an RN care manager after an Emergency Department visit or hospitalization. Care Management Services may or may not be covered by your individual health plan.

If you have any questions about this document, please ask a member of your care team.

*The Metro Health Clinically Integrated Network is comprised of a group of Primary Care and Specialty Care Physicians that partner with Metro Health – University of Michigan Health to provide the most efficient patient care.*