

# Welcome to our Practice

## We have been designated as a Patient-Centered Medical Home

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

### You may notice that:

- We ask what your goal is, or what you want to do to improve your health
- We ask you to help us plan your care, and to let us know if you think you can follow the plan
- Written copies of care plans may be given in more complex illnesses
- The care team members are doing more and/or different parts of the care
- We remind you when tests are due so that you can receive the best quality care
- We may ask you to have blood tests done before your visit so that the doctor has the results at your visit
- We are exploring 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
- Let us know when you see other doctors and what medications they put you on or change
- 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.
- 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 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 judgments based on race, religion, sex, age, disability, etc.
- Respect your privacy-your medical information will not be shared with anyone unless you give us permission or it is required by law
- Provide care given by a team of people led by your physician
- 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
- To improve your care we are using technology, like our Electronic Health Record and we will strive to continuously improve
- In the course of providing care, we will share your patient information with other providers who are involved in your care.

A Patient-Centered Medical Home (PCMH) 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.

### AFTER HOURS/URGENT CARE

We strive to accommodate patients who need more urgent care. Please call us to see if we can see you or guide your care. Often we might guide you to care that serves you well. Emergency care is safer if we can guide the Emergency Department about your health situation.

#### William Beaumont Hospital Adult After Hours Clinic- Royal Oak

The clinic is located in the Medical Office Building at William Beaumont Hospital- Royal Oak on the lower level. Visitors should park in the North Parking Deck

3601 W. 13 Mile Road	Monday-Friday
Royal Oak MI	5:00pm - 9:00 pm
248-551-1210	Saturday & Sunday
	1:00pm – 6:00 pm

### LAB AND TEST RESULTS

Please try to use laboratories and other test facilities we use regularly to ensure better communication. We strive to get test results to patients. If you have not received a call or a notice in the mail within 14 days, please call the office for your results.

### PRACTICE HOURS

Monday, Tuesday, Thursday, Friday  
8:30AM until 5:00PM  
Wednesday  
8:30AM until 12:00PM

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