

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.

*As part of our Patient-Centered Medical Home (PCMH) orientation, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal has been to provide excellent care for you.*

*We appreciate the opportunity to provide you with medical services. The information that follows is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practice. If you have any questions please ask us.*

### *Family First Medicine*

101 Jenson Street  
Gaylord, MI 49735  
**Phone: (989) 732-4422**  
Fax: (989) 732-4402

**Web portal availability:**  
[www.familyfirstmedicine.com](http://www.familyfirstmedicine.com)

### **Community resources information:**

Available in the office and on the website.

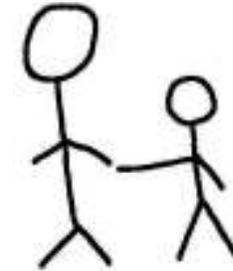
### **After Hours:**

For urgent conditions after hours or on weekends, you can contact the physician on her after hours cell phone.

### **Urgent Care:**

The local Urgent Care is Otsego Memorial Walk-In Clinic:  
1996 Walden Drive, Gaylord  
behind Ace Hardware on 27 South  
(989) 731-4111  
Hours are 7 am - 7 pm M - F,  
8 am - 4 pm Weekends and Holidays

**If you have a condition that you feel is life threatening, you should go to the nearest emergency room.**



### *Family First Medicine*

**Welcome to Our Practice!**

**Phone: (989) 732-4422**

Becky L. Ashley, MD

### **Hours of Operation:**

Monday & Thursday 8:00 - 4:30

Tuesday 8:00 - 5:00

Wednesday 8:00 - 2:00

Friday 8:00 - 4:00

*closed daily 12:00 - 1:00 for lunch*

### **After hours care:**

Physician can be reached for urgent matters on her after hours cell phone:  
(989) 370 -2701

### **Website:**

[www.familyfirstmedicine.com](http://www.familyfirstmedicine.com)

## **Welcome to your Medical Home**

Your health and wellness are a top concern of our office. To give you the best care, doctors and patients must work together. This idea is called the Patient Centered Medical Home. We will work with you to manage your health care needs.

## **As your Medical Home, we will:**

- Take care of short term illness and long term chronic diseases
- Discuss your goals and how you would like to improve your health
- Listen to you and address your concerns
- Help you stay healthy by giving you easy to understand information
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for your urgent needs
- Remind you when vaccines and tests are due
- Notify you of test results in a timely manner
- Help coordinate care with specialty doctors if needed

## **As your Medical Home, we trust you to:**

- Follow the care plan that is agreed upon as best you can
- Tell us about all medications and over the counter supplements you are taking
- Let us know when you see other health care providers and ask them to send us a report about your care
- Keep your appointments or call to reschedule or cancel
- Call if you do not receive your test results within 2 weeks
- Use the after-hours line only for issues that can't wait until the next work day
- Call the office before going to the Emergency Room if possible, so someone who knows your history can care for you
- Learn about your insurance so you know what it covers or work with us to help develop a payment plan
- Pay your share of the visit fee when you are seen in the office
- Give us feedback to help us improve our services

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

## **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 per week
- 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.