

The Patient-Provider Partnership Agreement

We are a designated **Patient-Centered Medical Home (PCMH)** and value a partnership between a patient and their physician. Our team of health professionals works together to provide for your entire healthcare needs. You, the patient, are the most important part of a patient-centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

We trust you as our Patient to:

- Ask questions, share your feelings, and be part of your care
- Be honest about your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Take all of your medicine and follow your doctor's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- **Call your primary care doctor *FIRST* with all problems, unless it is a medical emergency**
- Consult your doctor before going to a specialist

As your Patient-Centered Medical Home physician, I agree to:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep your treatments, discussions, and records private
- Provide 24-hour access to medical care and same-day appointments whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Give you clear directions about medicines and other treatments
- Refer you to specialists as needed
- End every visit with clear instructions about expectations, treatment goals, and future plans

Important Office Information

Thank you for partnering with our office and taking an active role in your health. In order to enhance our partnership, it's important we share some helpful practice information.

We offer same-day appointments during the week! Please call us first!

Our office hours are:

Monday	9:00am - 5:00pm
Tuesday	9:00am - 5:00pm
Wednesday	9:00am - 2:00pm
Thursday	9:00am - 5:00pm
Friday	9:00am - 4:00pm

After-Hours Information

- Call **(586) 393-6500** for advice after hours if you are not feeling well. Our answering service will connect you with the Physician on call.
- **Should you have a life-threatening emergency please call 911 or proceed to the nearest hospital**
- For prescription refills, please call during business hours.

Preferred Urgent Care Locations

If you find yourself in a situation where you must seek medical care after hours and it is NOT a life-threatening emergency please use:

Beaumont Urgent Care

28550 Schoenherr Rd.
Warren, MI 48088
Open 8:00 am - 9:00 pm everyday

Ascension St. John Medical Center

21000 E. 12 Mile Road, St.
Clair Shores, MI 48081
Open 10:00 am - 10:00 pm everyday

Community Resource Referrals

Dial **211** from any phone and you will be connected with a referral hotline to help with community referrals including transportation, food, utility assistance, diapers, etc.

A listing of resources can also be found on these websites:

- <https://healthcare.ascension.org/neighborhood-resources>
- <http://www.211.org> - United Way Community Resources
- <http://connection.misd.net> - The Right Connection

Patient Web Portal

We have a Patient Portal where you can communicate with us securely and privately by email. See our front office staff sign up!

Care Management Services

We have an RN care manager on our team who can help you manage your healthcare needs. Ask your doctor for a referral.