



PATIENT –CENTERED MEDICAL HOME

***2480 Rosewood Drive N
Mount Pleasant, MI 48858
Phone (989) 775-3823 Fax (810) 275-0307***



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

Practice Hours

Monday-Thursday & Friday

8:30 AM until 6:00 PM & 8:30 AM until 4:30 PM

After Hours Call 989-463-1101

Walk-In & Urgent Care

We strive to accommodate patients who need more urgent care. Please call us to see if we can see you with a walk-in appointment or guide your care by phone. Often we guide you to care that serves you well and keeps you out of the Emergency Department. Emergency care visits are safer if we can guide the Emergency Department about your health situation.

Insurance Participation

We participate with many health plans. Some are better for preventative care than others; while some offer more choices for the patients'.

Lab Test & Radiology results

Please try to use laboratories and other test facilities we use regularly in our area to ensure better communication. We strive to get test results for patients in a timely manner, however, we can not guarantee results if completed outside our near facilities. Please call if you haven't heard from our office within a week after the test was done.

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 more complex illnesses*
- Have multiple 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 care*
- Ask you to have blood tests done before your visit so that 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 are*
- Take part in planning your care and following through*
- 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 within a timely manner*
- *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.)*
- *Request information on community services relating to my health needs*

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 Provider 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*
- *Use technology like Electronic Health Records to continuously improve*
- *Provide you with community resource information*

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.

Thanking you

Annu Mohan MD & Our team at Rosewood Health Care