

Introducing A New Partnership with Your Doctor.

In the coming months you will be hearing more and more about Patient-Centered Medical Homes. In fact, Family Health Care is working right now to become certified as a Patient-Centered Medical Home.

What is *Your* Patient-Centered Medical Home?

Think of it as the place you want to come to for all of your health care needs.

Whether you need a simple check-up, or referrals for more specialized care, your Family Health Care provider will help you find your way.

A Patient-Centered Medical Home means your provider and a care team coordinates and manages all of your care - tracking your medications and test results, offering 24-hour access, and monitoring any chronic illnesses.

We will coordinate your care with medical specialists and testing centers. And we will be more accessible, with same-day or next-day appointments and email availability.

Care in a Patient-Centered Medical Home is shaped to meet your needs and preferences. You become a more active, prepared and knowledgeable participant in your care.

Our big focus is prevention. Rather than just fix your problems, we want to partner with you to keep you healthy - through cholesterol and weight management, exercise programs, nutrition education, and other efforts.



THE MEDICAL CENTERS OF
Family Health Care

Your Patient-Centered Medical Home

1615 Michigan Ave., Baldwin, MI 49304 (231) 745-4624
520 Cobbs St., Cadillac, MI 49601 (231) 775-6521

Care for every step of your life.

This is a big step for us. And for you.

A big step away...

from a hard-to-navigate health care system, especially if you have multiple health problems and see a number of doctors and specialists.

A big step toward...

you and your provider working together to oversee and coordinate your overall care.

We will spend a lot of time in the coming months building a healthy relationship with you.

A Few Things to Begin

We are asking you to:

- Provide us with all of the information you have regarding your health and illness
- Tell us what medications and supplements you are taking
- Tell us about your needs and concerns
- Respect us as individuals and partners in your care
- Be involved in your health care decisions
- Let us teach you about wellness and disease prevention
- Learn all you can about your insurance and what it covers
- Follow our medical advice and treatments. If you can't, let us know why so we can help with other options
- Contact us during emergencies so we can direct you to the right care

In return, we will:

- Provide care given by a team of people led by your doctor
- Provide the best possible treatment and advice
- Support you in your health care goals and desires
- Manage illness, chronic disease, and give advice to help you stay healthy
- Support you in your health care goals and desires
- Respect you as an individual
- Respect your privacy
- Respect your right to information – we will be honest, complete and clear with information we provide
- Give you timely access to care. A medical decision-maker is available through our office 24 hours a day

Over the next several months we will:

- Ask what you want to do to improve your health
- Ask you to help us plan your care
- Give you a written copy of the plan
- Remind you when tests are due
- Ask you to have blood tests done before your visit
- Use computers and other technology to offer new, better and faster ways to help you manage your care