

## **Internal Medicine of West Michigan Patient Centered Medical Home**

What is a Patient Centered Medical Home?

A patient Centered Medical Home is a Home for all of your health care needs. The Medical Home model depends on trusting and respectful relationship between the patient and the medical provider. We will do our best to work with you to be as healthy as possible. And, if we can't take care of your needs here, we will help you find a medical provider or specialist who can.

As your Medical Partner we will:

- Treat you and your family with respect and consideration.
- Provide the best possible advice and treatment based on current medical evidence.
- Help you to develop and carry out your health care goals.
- Provide information for a healthy lifestyle.
- Provide treatment for acute illness and long term disease.
- Direct you to a quality specialist and other care providers as needed.
- Listen to your suggestions, and work to improve our services to better meet your needs.
- Provide 24 hours access for urgent medical needs through after hours Triage and Corewell Health Urgent Care/Emergency Department.
- Provide same day urgent appointments for urgent sick care.

What we ask of you:

- Contact us first with new health care needs, unless it is a medical emergency.
- Keep all scheduled appointments.
- Comply with treatment and lifestyle recommendations, and inform us if you think you will not be able to follow your treatment plan.
- Recognize the impact of your lifestyle on your personal health.
- Request additional information when you do not fully understand your condition or your providers instructions.
- Be considerate of the needs of other patients in the office and our medical staff.
- Provide a copy of your advance directive and medical power of attorney, if you have one.
- Make required payments at the time of service, and provide all needed information for insurance claims.

24- hour access to care:

The answering service provides 24- hour a day coverage for urgent medical issues.

24- hour a day medical care is available to all patients through the Corewell Health Urgent Care and Emergency Department.