

# McLaren Greater Lansing - Internal Medicine

## Patient Centered Medical Home

Comprehensive and Integrated Health Care

### ➤ Patient Focused Care

Our patient centered medical home is health care focused on you, the patient. It is a partnership between you and your doctor. Your doctor leads a team of health care professionals committed to improving your overall health and to helping you reach your personal health goals.

Instead of just being treated for a problem here and there without making a connection between symptoms, the patient centered medical home focuses on connecting the dots of coordinated care for each patient.

Your health team may consist of your primary care doctor, nurses, specialty physicians, pharmacists, dietitians, care coordinators and others depending on your needs. For example, do you want to quit smoking? Better control your diabetes or asthma? Lose weight? Manage your stress? Your medical home doctor will put the right team in place for you.

### The goals of a Patient Centered Medical Home (PCMH) include:

- A discussion with your doctor regarding your health care goals.
- Asking for your input in planning your care and designing a plan which you can follow.
- Exploring methods to appropriately care for you, and ways to help you care for yourself.
- A reminder when appointments or tests are due so that you may receive the highest quality of care.

The Patient Centered Medical Home concept includes an agreement between the doctor and the patient that acknowledges the role of each in a total health care program.

We will always respect you as an individual without discrimination, including your privacy and confidentiality. We will remain committed to providing the highest quality of care and professionalism.



GREATER LANSING

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[mclaren.org/internalmedicine](http://mclaren.org/internalmedicine)

# PCMH - “health care centered on you, the patient”

## As our patient we encourage you to:

- › Ask questions, share feelings and be part of the care process.
- › Be honest about your medical history, symptoms, and other health information.
- › Tell your doctor about any changes in your health and well-being.
- › Take all your prescribed medications 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.
- › Call your doctor first with all medical problems, unless it is a medical emergency.

## The staff and physicians in this office agree to:

- › Understandably explain disease, treatments and results.
- › Listen to your feelings and questions to aid in informed decision making.
- › Keep treatments, discussions, and records private.
- › Provide 24-hour access to medical care.
- › Offer same day appointments whenever possible.
- › Provide clear instructions for your health care needs when the office is not open.
- › Care for you, through evidence based medicine and best practice recommendations.
- › Give you clear directions about your treatments.
- › Refer you to trusted experts when additional care is suggested.

## Lab Test Results

Within 48 hours after the ordering physician reviews test results, all patients will be notified by mail and/or phone of abnormal and normal results.

## To Schedule an Appointment Please Call:

**McLaren Greater Lansing - Internal Medicine: (517) 975-3720**

Monday, Tuesday, Thursday: 8:00 a.m. – 5:30 p.m.

Wednesday: 8:00 a.m. – 6:00 p.m.

Friday: 8:00 a.m. – 5:00 p.m.

## Insurance

We participate in many health plans. Some health plans have broader coverage for preventive care than others; some plans offer more choices. We encourage you to become familiar with your health plan coverage.

## Our Providers

Mark Mills, M.D.

Daniel Moore, PA