

McLaren Flint - Flushing Women's Health Patient Centered Medical Home Neighborhood

Comprehensive and Integrated Health Care

› Patient Focused Care

Our patient centered medical home neighborhood is a system of care that is focused on you, the patient. It is a partnership between you, your primary care provider, and us. As your specialty doctor we work within your healthcare team to provide all of your health care needs.

As part of your healthcare team we are partnering with your primary care provider and coordinating your care. We are sharing their commitment to effectively and efficiently co-manage your care over time. As your specialist we will be sharing limited or longterm management of your condition with your primary care provider. We will provide advice, guidance and periodic follow up until your illness has stabilized or treatment has been completed

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

- › A discussion with you and your healthcare team 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 coordinate with your team.
- › A reminder when appointments or tests are due so that you may receive the highest quality of care.

The Patient Centered Medical Home Neighborhood concept includes an agreement between the specialist 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.



FLINT

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mclaren.org/flushingcmc

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 bring them to each visit.
- › Follow your set care plan and your care team’s advice.
- › Make healthy decisions about your daily habits and lifestyle.
- › Prepare for and keep scheduled visits or reschedule visits in advance.
- › Seek the advice of your primary care provider before seeing other physicians.

The staff and physicians in this office agree to:

- › Communicate with your primary care provider (PCP) regarding your care.
- › Provide your PCP with timely written reports of your tests and visits.
- › Notify your PCP of any canceled or no show appointments.
- › Schedule timely appointments based on your needs.
- › Listen to your feelings and questions to aid in informed decision making.
- › Create and explain care plans that best fit your disease, treatment, and wishes.
- › Care for you, by using evidence based medicine and best practice recommendations.
- › Coordinate and schedule care with trusted experts when additional care is needed.
- › Notify your PCP of any additional care or referrals needed.
- › Be available for phone consultation with your PCP.

Lab Test Results

We may ask for tests to be performed prior to your next visit. All patients will be notified of test results within 48 hours after the ordering physician reviews the results. Notification to patients will be in the form of visit, mail, or phone call. Results of tests will also be shared with your PCP within 7-10 day upon our review and notification.

After Hours Care:

Our recommendation is for you to call your primary care physician first for guidance with all medical problems unless it is an Emergency. However, if you are having complications related to our specialty we are available 24/7 by calling (810) 768-7182

Our Providers

Martinique Kling, M.D.
Michael Engel, D.O.

Practice Hours

To ask about a referral or appointment please call McLaren Flint - Flushing Women’s Health at (810) 487-3560
Monday - Thursday: 8:00 A.M. - 5:00 P.M.
Friday: 8:00 A.M. - 4:30 P.M.