



# PATIENT CENTERED MEDICAL HOME

## Comprehensive and Integrated Health Care

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

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 provider, 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 provider will put the right team in place for you.

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

- A discussion with your provider 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.
- Provide access to medical care 24 hours a day, 7 days a week.

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

## Care Coordination

If you are hospitalized, following up with your Primary Care Provider is essential to your recovery and minimizes possible complications. You should schedule an appointment with your Primary Care Provider within 7 days after discharge. Care Management Services are available to assist you with transportation needs, education, or other concerns. For more information or to access services; please contact our care coordinators at (844) 368-1817.

## Emergencies

Regardless of the time of day or night, if medical attention is needed please contact our office for medical advice, emergency care, and/or guidance to our preferred after-hours care facility. Call 911 or go directly to the nearest emergency room if you are having any of the following:

- Chest pain
- Extreme shortness of breath
- Head injury or trauma
- Seizures
- Pregnancy complications
- Signs of a stroke (numbness, paralysis, slurred speech)
- Poisoning
- Complicated fracture
- Heavy bleeding that does not stop in 10 minutes
- Severe burns
- Homicidal feelings
- Suicidal feelings

# Patient Centered Medical Home

## As our patient, we encourage you to:

- Call your provider FIRST with all medical problems, unless it is a medical emergency.
- Ask questions, share feelings, and be part of the care process.
- Be honest about your medical history, symptoms, and other health information.
- Tell your provider about any changes in your health and well-being.
- Take all your prescribed medications and follow your provider's advice.
- Make healthy decisions about your daily habits and lifestyle, for example, healthy eating.
- Prepare for and keep scheduled visits or reschedule visits in advance.
- Create goals for your health.

## Staff and providers in this office agree to:

- Explain disease, treatments and results in words you can understand.
- 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 provider.
- 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.
- Provide timely follow-up after hospital stay
- Refer you to trusted specialists when additional care is suggested.

## Test Results

All patients will be notified by mail and/or phone within 48 hours after the ordering provider reviews test results.

To schedule an appointment please call:

McLaren Greater Lansing – Minimally Invasive Surgical Associates at (517) 913-4010

Monday thru Friday: 8:00 a.m. - 4:30 p.m.

## Insurance

We participate in many health plans. Some plans offer more choices. We encourage you to become familiar with your health plan coverage.

## Our Providers

Melissa Richardson, DO, FACOS, MBA

Nicholas St. Hilaire, DO, MPH, MS



DOING WHAT'S BEST.®

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