



# PATIENT CENTERED MEDICAL HOME NEIGHBORHOOD

## 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.

As part of your health care team, we are partnering with your primary care provider (PCP) 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 long-term management of your condition with your primary care provider. We will provide advice, guidance, and periodic follow up until your illness is stabilized or treatment is completed.

## THE GOALS OF A PATIENT CENTERED MEDICAL HOME (PCMH-N) INCLUDE:

- A discussion with you and your health care team regarding your health care goals.
- Asking for your input in planning your care and designing a plan that 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 receive the highest quality of care.
- Provide access to medical care 24 hours a day, 7 days a week.

The PCMH-N concept includes an agreement between the specialist, 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, and will always consider 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 primary care 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.
- Seek the advice of your PCP before seeing other providers.
- 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:

- Communicate with your PCP regarding your care.
- Explain disease, care plans, 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 a medical care provider.
- Offer same day appointments when 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
- Notify your PCP of any additional referrals.
- Notify your PCP of any canceled or no-show appointments.
- Schedule timely appointments based on your needs.

## 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 Flint Comprehensive Breast Care at  
(810) 342-1735 Monday through Friday: 8 a.m. - 4 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

Ashley Richardson, DO  
Breast Surgeon



McLaren Flint Comprehensive Breast Care

1314 S. Linden Rd., Ste. B, Flint, MI 48532 | Office: (810) 342-1735 | Fax: 810-230-6756 | [mclaren.org](http://mclaren.org)