



Thunder Bay

COMMUNITY HEALTH SERVICE, INC.

As part of our Patient Centered Medical Home orientation, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal is to provide excellent care for you.

We desire to get better and better.



PATIENT CENTERED MEDICAL HOME



An independent, not-for-profit organization.
The Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.
To learn more visit www.jointcommission.org

Patient Signature

Date

Hillman Clinic
15774 State St.
Hillman, MI 49746
989-742-4583

Atlanta Clinic
11899 M-32 West
Atlanta, MI 49709
989-785-4855

Onaway School Based Health Center
4549 M-33 S
Onaway, MI 49765
(989) 733-4980

Rogers City Clinic
205 S. Bradley Highway
Rogers City, MI 49779
989-734-2052

Onaway Clinic
21258 M-68 West
Onaway, MI 49765
989-733-2082

Extended Hours Available. Call Your Local Clinic Site for Information.

Dated 8/26/2010



HELPING YOU MAKE THE RIGHT CHOICES

WHAT ARE YOUR OPTIONS?

A Medical Home is a trusting partnership between a doctor led health care team and an informed patient. It includes an agreement between the doctor and the patient that acknowledges the role of each in a total health care program.

Over the Next Several Months You May Notice That:

We ask what your goal is, or what you want to do to improve your health.

We ask you to help us plan your care, and to let us know if you think you can follow the plan.

Written copies of care plans may be given in more complex illnesses.

The care team members are doing more and/or different parts of the care.

We remind you when tests are due so that you can receive the best quality care.

We ask you to have blood tests done before your visit so that the doctor has the results at your visit.

We are exploring methods to care for you better, including ways to help you care for yourself.

INSURANCE PARTICIPATION

We participate in many health care plans.

TEST RESULTS

Please try to use laboratories and other test facilities we regularly use to ensure better communication. We strive to get test results to you timely. Please call if you haven't heard from us a week after a test is done.

We trust you, our patient, to:

- * Tell us what you know about your health and illnesses.
- * Tell us about your needs and concerns.
- * Take part in planning your care.
- * Follow the care plan that is agreed upon or let us know why you cannot so that we can try to help, or change the plan.
- * Tell us what medications you are taking and ask for a refill at your office visit when you need one.
- * Let us know when you see other doctors and what medications they put you on or change.
- * Ask other doctors to send us a report about your care when you see them.
- * Seek our advice before you see other physicians. We may be able to care for you, and we know about the advantages of being referred to a specialist.
- * Learn about wellness and how to prevent disease.
- * Learn about your insurance so you know what it covers.
- * Respect us as individuals and partners in your care.
- * Keep your appointments as scheduled, or call and let us know when you cannot.
- * Pay your share of the visit fee when you are seen in the office.
- * Give us feedback so we can improve our services. (We may survey you in the future to understand this better.)

PRACTICE HOURS

Monday – Friday
8:00 AM until 5:00 PM

Extended Hours Available. Call Your Local Clinic Site for Information.

AFTER HOURS CARE

For after hours care, please call Alpena Regional Medical Center (ARMC) (989) 356-7390 and ask to speak with the “Physician” on call for Thunder Bay Community Health Service. The “Physician” on call will return your call and make recommendations for care based on the symptoms and/or complaints described.

We Will Continue To:

Provide you with a care team who will know you and your family.

Respect you as an individual—we will not make judgments based on race, religion, sex, age, or disability.

Respect your privacy; your medical information will not be shared with anyone unless you give us permission or it is required by law.

Provide care given by a team of people led by your Physician.

Give the care you need when you need it.

Give care that meets your needs and fits with your goals and values.

Give care that is based on quality and safety.

Have a doctor on call 24 hours a day and 7 days a week.

Take care of short term illness, long term disease and give advice to help you stay healthy.

Tell you about your health and illnesses in a way you can understand.

Improve your care, we are using technology-like our Electronic Health Record and we will strive to continuously improve.

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.