

[Macomb Medical Clinic, P.C.](https://www.macombmedicalclinicpc.com)

2405 E. 14 Mile Rd.

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<https://www.macombmedicalclinicpc.com>

The Patient-Provider Partnership Agreement

A Patient Centered Medical Home is a partnership between a patient and their physician.

We trust you as our patient to:

- Ask questions, share your feelings and be part of your care.
- Be honest about your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Take all of your medicine and follow your doctor's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits in advance whenever possible
- Call your doctor *first* with all problems, unless it's a medical emergency
- Consult my doctor before and after going to a specialist

A Patient-Centered Medical Home (PCMH) is a system of care in which a team of health professionals work together to provide you entire healthcare needs. You, the patient, are the most important part of a patient centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

As your Patient Centered Medical Home physician I agree to:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep your treatments, discussions, and records private
- Provide 24 hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Give you clear directions about medicines and other treatments
- Refer you to specialists as needed
- End every visit with clear instructions about expectations, treatment goals, and future plans

Thank you for partnering with our office and taking an active role in your health. In order to enhance our partnership it important we share some helpful practice information below.

Office Hours:

Monday: 8AM - 6PM

Tuesday: 8AM - 4PM

Wednesday: 8AM - 4PM

Thursday: 8AM - 4PM

Friday: 8AM - 12PM

Saturday & Sunday: CLOSED

After hours you will be instructed to: call the answering service first and if the issue is urgent, the operator will contact the provider on call.

(Please call or send a web message during business hours for prescription refills)

Ask about our **Patient Web Portal!** It supports two-way, secure and compliant communication with your providers and our staff.

We have developed a partnership with the listed urgent care facilities and they will forward their findings to our office the following day. Should you find yourself in a situation where you must seek medical care after hours and it is not a life threatening emergency please use:

SHORES URGENT CARE | (586) 884-2727

25631 LITTLE MACK AVE SUITE 104
ST. CLAIR SHORES, MI 48081

ST JOHN URGENT CARE | (586) 416-7500

17700 23 MILE RD.
MACOMB TOWNSHIP, MI 48044

CAMPBELL URGENT CARE | (248) 850-8395

1010 N. CAMPBELL RD. SUITE 3
ROYAL OAK MI, 48067

OAKLAND URGENT CARE | (248) 967-7380

27483 DEQUINDRE SUITE 102
MADISON HEIGHTS,, MI 48071

(Please also contact our office for follow up)

Should you have a life threatening emergency please proceed to the nearest hospital.

Ask any of our staff about Community Services or contact the following:

NEED HELP? 2-1-1 is now available. **Dial 211** from any phone and you will be connected with a referral hotline that can connect you with non-profit agencies in your area that can help with Human, Health & social needs (i.e., utilities, housing, health insurance, food, diapers, etc.)

A listing of the area resources can also be found on this website:

<https://www.mi211.org/>

Approved by: _____

Date: _____

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