Your Michigan Medical Home

A Medical Home is a primary care clinic where a team of health care professionals led by a doctor work together to provide you with family-centered coordinated medical care. Through office visits, telephone visits and communicating over the secure patient portal, your medical home provides you with one place to contact for all your medical needs. A medical home is about you, and caring for you. It is where we can take care of most of your medical needs.

**Being part of the Michigan Medical Home means you can trust us to:**

- Provide preventive services, take care of short term illnesses and long term chronic diseases
- Discuss your goals and how you would like to improve your health
- Listen to you and address your concerns
- Provide information about your health in a way you can understand
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for urgent calls
- Remind you when vaccines and tests are due
- Notify you of your test results in a timely manner
- Help coordinate your care with specialty doctors if necessary

**Having a Medical Home means we trust you to:**

- Take steps to achieve a healthy lifestyle
- Follow the care plan that we agree upon as best as you can
- Tell us about all the medications and supplements you are taking
- Let us know when you see other health care providers and ask them to send us a report about your care when you see them
- Ask questions if you do not understand any portion of your health care
- Keep your appointments as scheduled, if you do need to cancel or reschedule an appointment, call us or message us through the patient portal
- Call if you do not receive your test results within 2 weeks
- Use the "after hours" line only for issues that can't wait until the next work day
- Call the office for non-emergent problems instead of going to the Emergency Room, so someone who is familiar with your medical history can care for you
- Become familiar with your health insurance benefits so you know what services are covered
- Pay your share of the visit fee at the time of the visit
- Give us your feedback so that we can improve our services

The University of Michigan Health System’s list of Patient Rights and Responsibilities provides more information about what you can expect from us, and what we ask of you. Visit [www.uofmhealth.org/patients-rights-responsibilities](http://www.uofmhealth.org/patients-rights-responsibilities) or ask for a copy at any of our locations.

For more on the “Medical Home” initiative, both at UMHS and nationwide, please ask your doctor or visit [www.med.umich.edu/medicalhome/](http://www.med.umich.edu/medicalhome/).