



## You Are at the Center of Your Care

Thank you for selecting CMU Health as your trusted care provider. We believe in and follow the principles of the **Patient-Centered Medical Home (PCMH) model**.

At CMU Health, we value high-quality care and consider patient safety to be our top priority. The PCMH model ensures you are placed at the center of your care through each stage of life.

## Comprehensive Patient Care

Our primary care providers and specialists work closely together to meet your complete health care needs. PCMH care teams are led by a primary care physician that:

- Focuses on the health needs of each patient
- Coordinates patient care across all settings
- Provides enhanced access to care
- Delivers family-centered care through all life stages

As a PCMH site, our providers and clinical staff work directly with you to improve and maintain your health by developing a comprehensive health plan. We invite you to join us in a patient-provider partnership as we work toward our goal of delivering you high-quality care.

## Patient-Provider Agreement

### *Your Health Care Team Will:*

- Provide safe, evidence-based, high-quality care
- Lead and coordinate care throughout your journey as a CMU Health patient
- Explain medications, treatments, diseases, and diagnostic results so you understand them
- Survey all health needs and refer you to trusted specialists when necessary
- Ensure you have timely answers to abnormal test results
- Use protected electronic medical records to ensure privacy and coordinate efficient care
- Accommodate your preference of location for certain care services
- Grant access to 24/7 contact with a provider by MyChart Patient Portal or phone (including after-hours access)
- Listen and encourage you to share and ask questions and to help you make informed decisions about your care

### *We Ask That You:*

- Ask questions if you don't understand, share feelings, and be an active part of your care
- Call your primary care provider first with all medical concerns unless it is an emergency
- Be honest and detailed when sharing your health history, symptoms, and health changes
- Prepare for an office visit by telling us about ALL current medications you take, including over-the-counter, vitamins and herbals, and any refills you need
- Work with your provider to develop a care plan — and follow your care plan
- Immediately inform your provider if you are unable to take medications or follow through with your care plan
- Keep your scheduled appointments, and arrive punctually
- Pay all copays at the time of service
- Provide constructive feedback on how we can better serve you
- Take charge of your own health

# Patient-Centered Medical Home "Neighborhood"

## Welcome to the Neighborhood

As an added bonus to the PCMH model we use for our primary care clinics, CMU Health specialty practices are designated by Blue Cross Blue Shield of Michigan as "PCMH-Neighbors" (PCMH-N). This means that our specialists partner with your primary care provider (PCP), whether you receive primary care from CMU Health or not, to build and maintain your medical home.

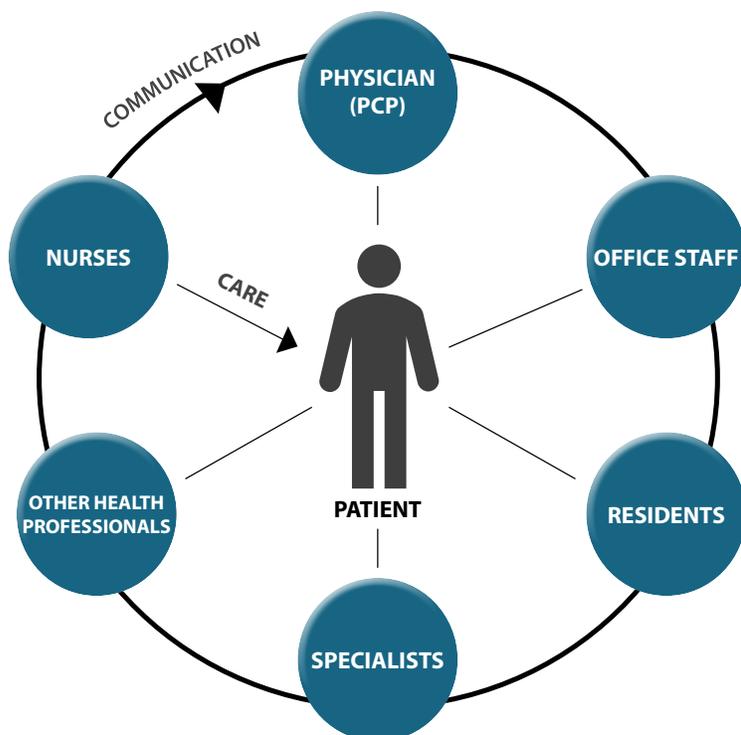
Because we share your PCP's commitment to effectively and efficiently co-manage your care over time, you may notice that your CMU Health specialist will:

- Communicate with your PCP and provide timely written reports on their consultations
- Notify your PCP of no-shows, cancellations, and other actions that may place your care in jeopardy
- Notify your PCP of referrals needed for other specialty services

As your specialist, we share limited or long-term supervision of your condition, depending on its nature and impact. Our specialists provide advice, guidance, and periodic follow-up until the crisis has been stabilized or until treatment has been completed.

## How the PCMH-N Model Works

In a PCMH-Neighborhood, your PCP will communicate with specialists, residents, medical staff, and other professionals to keep your care consistent and continuous across each health care platform.



## Additional Clinic Information

### AFTER-HOURS CARE

Even when our offices are closed, you can call and speak with our after-hours service line for evening and weekend medical care advice at 989-746-7500.

CMU Health also offers an evening Pediatric clinic at our Houghton Avenue location for sick visits on Mondays and Tuesdays from 5 - 7 p.m.

### MYCHART PATIENT PORTAL

You now have secure, free, and convenient online access to your health history and medical record. MyChart never closes, so you can always review your health information — even after business hours.

MyChart offers convenient features to:

- View your personal medical record
- Access test results, allergies, and immunizations
- Renew prescriptions
- Schedule or cancel an appointment
- Send non-urgent messages to your physician
- Pay your bill online

Ask your provider or a staff member for your free MyChart access code at your next appointment.

### PATIENT PRIVACY

CMU Health clinics provide patients with an electronic medical record that allows doctors and nurses to access medical history, patient instructions, lab results, and more during an appointment. This technology improves the efficiency of your visit, and the system ensures complete patient privacy and confidentiality of your records.

### AVAILABLE COMMUNITY RESOURCES

Need help? Dial 211 from any phone, and you will be connected to a referral hot-line that can connect you with non-profit agencies in the area that can help you with human, health, and social needs.