

CMU Health is a **Patient-Centered Medical Home (PCMH)** in Pediatrics and Internal Medicine and is currently looking towards designation in Family Medicine and complete designation in as a health care organization overall. This designation is earned from Blue Cross Blue Shield of Michigan and is maintained through meeting high expectations for quality health care delivery.

This means our doctors, clinical team and staff work with you to improve and maintain your comprehensive health over the course of your journey as a CMU Health patient. Here is what you can expect from CMU Health as we live up to our responsibilities as a PCMH site:

**Your health care team will:**

- Provide safe and evidence-based quality care;
- Lead and coordinate care throughout a patient's lifetime;
- Explain medications, treatments, diseases and diagnostic results, so patients understand them;
- Listen to patients, encourage them to share questions and feelings to help them make informed decisions about their care;
- Look at all of the patient's health needs and refer them to trusted specialists, if necessary;
- Provide 24/7 contact with a CMU Health physician by MyChart Patient Portal or by phone;
- Use electronic medical records to coordinate efficient care.

**What we ask our patients (and parents/guardians):**

- Take charge of your own health;
- Ask questions, share feelings and be part of your care;
- Call your provider first with all medical concerns unless it is a medical emergency;
- Be honest and detailed when sharing your health history, symptoms and changes in health;
- Ask about how you can make healthy decisions to promote wellness and prevent disease;
- Prepare for an office visit by telling us about ALL current medications you take, including over-the-counter, vitamins and herbals, and refills you need;
- Work with your provider to develop a care plan, and follow your care plan;
- Let your provider know if you are unable to take medications or follow through with your care plan for any reason;
- Keep your scheduled appointments, and arrive punctually;
- Provide constructive feedback on how we can better serve you;
- Fill out and return customer service surveys and write us a review online;
- Ask questions if you don't understand something.

Please ask your provider about our PCMH designation and the patient-provider agreement if you have any questions regarding the information above. Thank you for selecting CMU Health as your trusted care provider.