

Patient-Centered Medical Home (PCMH) Partnership

Your health is our shared responsibility. We are partners in your care. Working together for better health

Your Healthcare Team Will: -Listen to your concerns -Coordinate your care -Provide timely access to care -Support informed decisions -Respect your values, goals, and individual needs -Let you know about recommended tests, screenings, and immunizations -Keep your health care record current -Communicate in your preferred language	Your Role as the Patient: -Share health concerns honestly -Take medications as prescribed -Keep appointments -Ask questions -Participate in care decisions -Tell us about other providers, hospital, urgent care, or emergency room visits -Notify us of medication changes -Call about test results if you have not heard from us after 14 days
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What Is a PCMH?

A Patient-Centered Medical Home is a partnership between you, your healthcare provider, and your care team. Together, we focus on your whole health, coordinate care, and use evidence-based practices and current technology to support individualized health care. **Together** we can build a trusting relationship, create a personalized care plan, prevent illness, and improve your overall quality of life.

What You Can Expect From Us -We listen to your concerns -We help coordinate your care -We explain tests, screenings, and immunizations -We support your health goals -We communicate in your preferred language	How You Can Help -Tell us about your health concerns -Take medications as directed -Keep your appointments -Ask questions when something is unclear -Tell us about ER, urgent care, hospital, or specialist visits
Benefits of the Partnership -Better communication -Coordinated care across specialists and services -Improved management of chronic conditions -Greater involvement in health care decisions -Improved health and wellness	Patient Responsibilities -Bring your medications or an updated medication list to appointments - Follow agreed-upon treatment plans - Notify the office of changes in your health, insurance, or contact information - Complete recommended screenings, tests, and referrals - Use the patient portal or contact the office with questions or concerns - Practice healthy lifestyle habits and work toward personal health and wellness goals

Community Resources: A list of available resources can be found at <https://www.findhelp.org>.

Need to Contact a Community First Medical Provider? *If you are experiencing a medical emergency, call 9-1-1.*

A Community First health care provider is on call 24 hours a day. Contact us first for urgent or other non-emergency needs before going to the hospital or emergency department.

Same-day appointments (Monday-Saturday) with your provider may be available. Call the office in the morning to check availability.

Hours of Operation and Services Provided: Check our website regularly for current hours, clinic phone numbers, and services provided-www.communityfirsthc.org, or call us.

New Haven Medical Center 586-749-5197 Port Huron Medical Center 810-488-8000

Algonac Medical Center 810-794-4917