



Welcome to our Practice, Your Patient-Centered Medical Home

A Patient-Centered Medical Home (PCMH) is a trusting partnership between a doctor led health care team and an informed patient. It includes an agreement between the doctor and the patient that acknowledges the role of each in a total health care program. As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

Comprehensive Quality of Care - Please be aware, while providing your care, your health care information may be shared among other Providers involved in your care, as appropriate.

We ask that you:

- Share your health history and concerns.
- Follow our shared health plan; let us know if you have trouble.
- Bring a medicine list to visits and ask for refills.
- Tell us if you see other doctors or change medications.
- Have other doctors send us your records.
- Check with us before seeing specialists so we can coordinate care.
- Learn how to stay healthy and prevent illness.
- Understand your health insurance coverage.
- Attend appointments or call if you need to reschedule.
- Share your feedback so we can improve.

Here are some changes you might notice:

- We want to hear from you: We will ask about your health goals and what you want to achieve.
- You are part of the team: We will work together on your care plan and make sure it is something you feel comfortable doing.
- Our team is working together: Your care team may take on new or different roles to better help you.
- We will keep you on track: We will remind you when it is time for tests to make sure you get the best care.
- Getting ready for your visit: We might ask you to get blood tests done before your appointment, so the doctor has the results ready to discuss with you.

AVAILABLE COMMUNITY SERVICES

Need help? If you require assistance with social, health, or human services—such as housing, food, utilities, health insurance, or diapers—you can dial 211 from any phone. This referral hotline connects you with local non-profit agencies dedicated to supporting these needs.

Area resources can be found at:

- <https://www.findhelp.org/>
- <https://aledade.com/value-based-care-resources/ma-resources-county-resources>

*Please ask our Staff for information pertaining to your specific needs.

We promise to:

- Know you and your family: You'll have a team that knows your story.
- Respect you: We value you, whoever you are.
- Create plans that fit you: We'll build a care plan that fits your life and goals.
- Be here for you: You can reach a doctor 24/7.
- Help with your health: We assist with sudden illness, ongoing conditions, and staying healthy.
- Use the best tools: We use secure records to provide you with the best care.

Lab Test results

Please try to use laboratories and other test facilities we use regularly to ensure better communication. We strive to get test results to patients. If you have not received a call within 14 days, please call the office for your results.

Practice Hours

Monday: 1pm – 5pm
Tuesday: 8am – 5pm
Wednesday: 8am – 5pm
Thursday: 8am – 5pm
Friday: 8am – 12pm
Saturday: Closed

After Hours / Urgent Care

We prioritize urgent care. If you need immediate help, please call us first. We will help you decide if you need an office visit or other care. Calling us first helps us share your important health information if you do need emergency services.

Sterling Area Health Ctr. Walk-In Clinic *M-F 8am-7pm* 725 E. State St, Sterling, MI 48659 **Phone: 989-654-2491**

Covenant MedExpress Urgent Care *M-S 8a-7:30p & Sun 9a-4p* 2919 E. Wilder Rd., Bay City, MI 48706 **Phone: 989-671-5700**