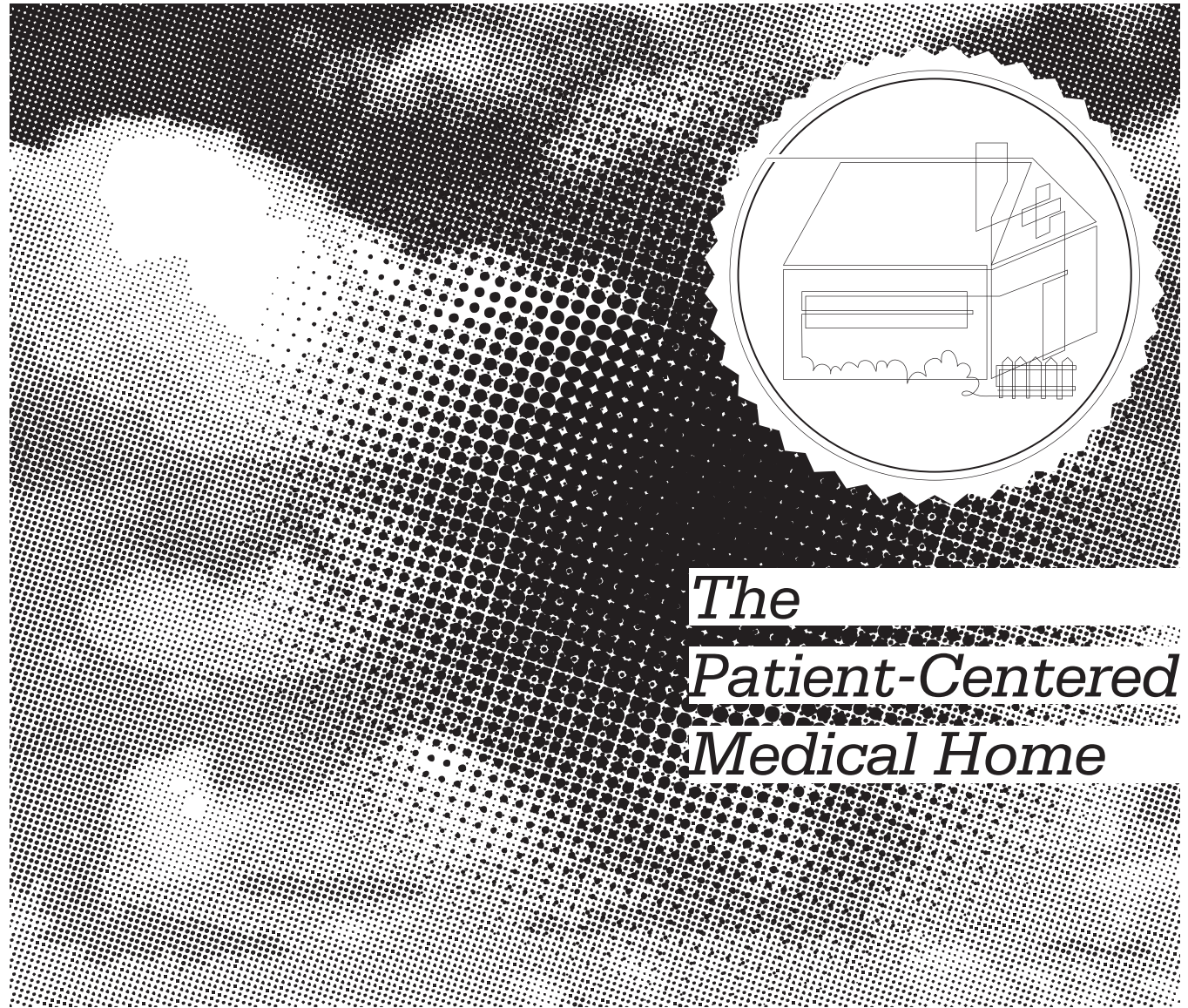


The Patient-Centered Medical Home (PC-MH) is an approach to providing comprehensive primary care for children, youth, and adults. The PC-MH is a health care setting that facilitates partnerships between individual patients and their personal physicians, and when appropriate, the patient's family.

Provider Responsibilities

- Create trusting, collaborative relationship with the patient and family to ensure that patient's health care needs are met.
- Use evidence based medicine and clinical decision support tools to guide decision-making at the point-of-care based on patient specific factors.
- Provide patients with 24 hour access via phone or email to a clinical decision-maker linked to PC-MH.
- Provide same day access for appointments.
- Maintain knowledge of patient's health history.
- Listen to the patient's concerns and needs.
- Develop a patient care plan based on evidence-based guidelines when needed.
- Provide clear direction regarding prescriptions, and recommendations regarding over-the-counter medications and herbal supplements.
- Facilitate communication between the patient and other health care providers when referrals are necessary.
- Treat patients with compassion and understanding.



The Patient-Centered Medical Home

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Patient-Centered Medical Home

- Each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- The personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients, using a planning process driven by a compassionate, robust partnership between physicians, patients, and the patient's family.
- Patients actively participate in decision-making and feedback is sought to ensure patients' expectations are being met.
- The goal of the physician and the team is to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- The personal physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals, for all stages of life: acute care; chronic care; preventive services; and end of life care. Care is coordinated and/or integrated across all elements of the complex health care system and the patient's community.
- Evidence-based medicine and clinical decision-support tools guide decision making.
- Enhanced access to care is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.
- Information technology is utilized appropriately to support optimal patient care, performance measurement, patient education, and enhanced communication.
- Physicians in the practice accept accountability for continuous quality improvement through voluntary engagement in performance measurement and improvement.

Patient Rights

- High quality medical care without discrimination that is compassionate and respects personal dignity, values and beliefs.
- Participate in and make decisions about their care and pain management, including refusing care to the extent permitted by law. Care providers will explain the medical consequences of refusing recommended treatment.
- Have illness, treatment, pain, alternatives and outcomes be explained in an understandable manner, with interpretation services as needed.
- Treatments, communications and medical records kept private to the extent permitted by law.
- Access to medical records in a reasonable timeframe, to the extent permitted by law.
- Full information regarding charges, counseling on the availability of known financial resources for health care.
- Access to an advocacy or protective service agency and a right to be free from abuse.
- Forum for having concerns and complaints addressed, and guarantee that sharing concerns and complaints will not compromise access to care, treatment and services.

Patient Responsibilities

- Partner with the provider/medical home staff in establishing collaborative relationship to address patient's personal health and health behavior issues.
- Keep scheduled appointments or cancel in advance if at all possible.
- Contact provider first for all medical issues, other than emergencies perceived to be life-threatening or with potential to permanently impair health status.
- Report changes in condition or symptoms, and keep medical record up to date, including information on all over-the-counter medications and dietary supplements.
- Share concerns and questions, needs and priorities.
- Identify personal life goals and establish care management plans, including clearly identified self management goals and responsibilities.
- Take the medicine prescribed.
- Read information from provider and ask questions if help or clarification is needed.
- Meet financial obligations.