

## Welcome to our Practice

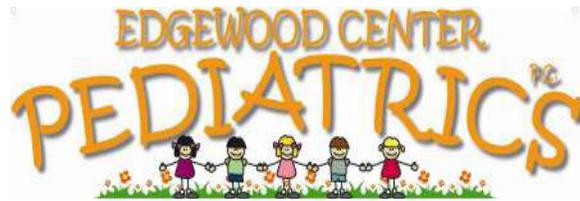
### A Patient- Centered Medical Home

*As part of our Patient-Centered Medical Home (PCMH) orientation, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal has been to provide excellent care for you.*

*We desire to get better and better.*

*We appreciate the opportunity to provide you with medical services. The information that follows describes each of our roles in caring for you. We want you to know our policies and methods of practice. If you have any questions, please ask us.*

*Edgewood Center Pediatrics*



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### Office Hours

**Mon - Thu** 9 am - 7:30 pm  
**Fri** 9 am - 5:00 pm  
**Sat** 9:00 am - noon

**Same day appointments are available.**

### AFTER HOURS EMERGENCY

Please call our answering service  
**(248) 232-3903** before going to the  
emergency room unless it is a life  
threatening emergency.

*To insure comprehensive, quality care for our patients, this office will share patient health information with other providers involved in their care as appropriate and necessary.*

## Patient Doctor Partnership



**Oakland  
Physician  
Network  
Services**

## Patient- Doctor Partnership:

The health and wellness of our patients is a top concern of this office.

Providing the best possible care to every patient is our primary goal.

The only way we can meet this goal is if  
*I, your doctor,  
the office staff*

and  
*you, my patient,  
work together.*

This concept is called the  
**Patient Centered Medical Home.**



## Doctor Responsibilities:

Explain diseases, treatments, and results in an easy-to-understand way.

Listen to my patients' feelings and questions help them make decisions about their care.

Keep treatments, discussions, and records private.

Provide 24 hour access to medical care and same day appointments, whenever possible.

Provide instructions on how to meet your health care needs when the office is not open.

To care for you to the best of my abilities based on my understanding of current medical methods available.

Give my patients clear directions about medicines and other treatments.

Send my patients to trusted experts, if needed.

End every visit with clear instructions about expectations, treatment goals, and future plans.

## Patient Responsibilities:

Ask questions, share your feelings and be part of your care.

Be honest about your history, symptoms, and other important information about your health.

Tell your doctor about any changes in your health and well being.

Take all of your medicine and follow your doctor's advice.

Make healthy decisions about your daily habits and lifestyle.

Prepare for and keep scheduled visits or reschedule visits in advance whenever possible.

Call your doctor *first* with all problems, unless it is a medical emergency.

End every office visit with a clear understanding of your doctor's expectations, treatment goals, and future plans for you.