

# Keeping You Healthy Is Our First Priority

We are proud to serve as your trusted health care partner. Our team is committed to providing patient-centered, comprehensive, coordinated, accessible, high-quality, and safe care for patients at every stage of life.

We believe the best health outcomes are achieved through a strong partnership between you, your provider, and your care team. By working together, we can help you achieve your health goals, manage ongoing health needs, and support your overall well-being.

Our approach to care focuses on treating the whole person—not just an illness or condition. We strive to ensure that your care is personalized, well-coordinated, and responsive to your unique needs and preferences.

We are pleased to offer this collaborative approach to health care at no additional cost or inconvenience to you. As an active participant in your care, you play an important role in helping us provide the best possible experience and outcomes.

Please take a few moments to review this brochure, which outlines how you, your provider, and our care team work together to support your health.

Our goal is to build a lasting partnership focused on your health, wellness, and quality of life. We look forward to being part of your health care journey and helping you achieve your best possible health.

Your Care Team



Oakland Physician  
Network Services

## Know Where To Go



### Call your PCP

Cold, cough, fever  
Sore throat or ear pain  
Medication questions or refills  
Minor symptoms & ongoing concerns  
Follow-up care



### Go to Urgent Care

Sprains or minor injuries  
Minor cuts needing stitches  
Rashes or mild infections



### ER or Call 911

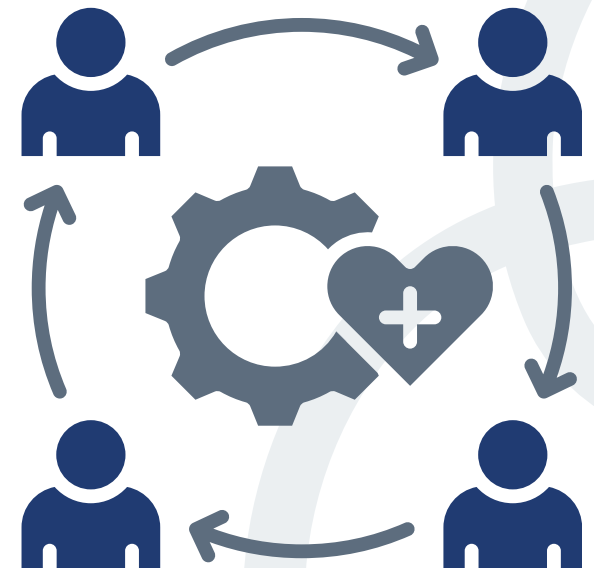
Chest Pain  
Trouble breathing  
Signs of a stroke  
Severe bleeding  
Serious injury or severe allergic reaction



Michigan Healthcare  
**PROFESSIONALS**

## Patient-Provider Partnership

A guide to working together through your Patient Centered Medical Home.



Patient-centered • Comprehensive • Coordinated • Accessible

## WHAT THIS MEANS

### Patient-Provider 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.



We believe that the best health outcomes are achieved when patients, doctors, and staff work together as a team.



Your care team includes your primary care physician, nurses, medical assistants, and other specialists who collaborate to provide you with comprehensive care.



### PRIVACY AND COORDINATION

To provide you with the most comprehensive care possible, your health information may be shared among members of your care team. This coordination ensures that all providers involved in your care have the information they need to make the best decisions for your health.

All sharing of information is done in accordance with HIPAA regulations and our privacy policies.

## PATIENT RESPONSIBILITIES

### As a patient, we ask you to:



Be honest and complete about your health history and current symptoms



Ask questions when you do not understand your diagnosis or treatment plan



Take an active role in your healthcare decisions



Keep scheduled appointments or call ahead to reschedule



Follow the care plan agreed upon with your provider



Make healthy lifestyle choices including diet, exercise, and avoiding tobacco



Treat all staff and other patients with respect



Provide updated insurance and contact information

## PROVIDER RESPONSIBILITIES

### As your healthcare provider, we will:



Explain your condition and treatment options in clear, understandable language



Listen carefully to your concerns and questions



Maintain your privacy and confidentiality at all times



Provide preventive care and wellness screenings



Coordinate referrals to specialists when needed



Offer same-day appointments for urgent needs



Provide 24-hour access to medical advice through our on-call service



Treat you with dignity, respect, and compassion