

Your Patient Centered Medical Home

Your health and wellness are a top concern of our office. To give you the best care, providers and patients must work together. This idea is called the Patient Centered Medical Home. We will work with you to manage your healthcare needs.

A Patient Centered Medical Home (PCMH) is a trusted partnership between a provider-led health care team and an informed patient. It includes an agreement between the provider and the patient that acknowledges the role of each in the total healthcare program.

As Your Medical Home, we will:

1. Take care of your short term illnesses and long term chronic diseases
2. Discuss your goals and how you would like to improve your health
3. Listen to you and address your concerns
4. Help you stay healthy by giving you easy to understand information
5. Respond promptly to your calls, questions, and concerns
6. Have a doctor on call after hours for your urgent care needs
7. Remind you when vaccines and tests are due
8. Notify you of test results in a timely manner
9. Help coordinate care with specialty providers if needed

We trust you, our patient, to:

1. Follow the care plan that is agreed upon as best you can
2. Tell us about all medications and over the counter supplements you are taking
3. Let us know when you see other health care providers and ask them to send us a report about your care
4. Keep your scheduled appointments, or call to reschedule or cancel within 24 hours
5. Call the on-call provider at WFPC before going to the emergency room or urgent care, if possible, so someone who knows your history can care for you
6. Learn about your insurance so you know what it covers
7. Pay your share of the visit fees and deductibles when you are seen in the office
8. Give us feedback to help us improve our services

We will continue to:

1. Provide you with a care team who will know you and your family
2. Respect you as an individual. We will not make judgements based on race, ethnicity, religion, gender, age, disability, or sexual orientation



3. Respect your privacy. Your medical information will only be shared with those involved in your case management unless you give us permission, or it is required by law
4. Provide care given by a team of people led by your provider
5. Provide the care you need when you need it
6. Provide the care that meets your needs and fits with your goals and values
7. Have a doctor on call 24 hours a day and seven days a week for emergencies
8. Tell you about your health and illnesses in a way you can understand
9. Improve your care with use of technology like your Electronic Health Record
10. Make your best interest the primary basis for our decision making (at times this may not be a covered benefit or the least expensive option)

Community Resource Information:

Your provider and office staff can be your link to support you in finding available community resources in our area that may support you in achieving the best possible health. Please ask for information or access our Community Resource Guide on our website under Patient Resources.

West Front Primary Care Hours (except for holiday hours):

- Sunday: Closed
- Monday through Thursday: 8am - 8pm*
- Friday: 8am - 5pm
- Saturday 8am - 1pm*

**Weekday after 5pm, and Saturday hours may depend on patient need*

Urgent Health Needs:

If you are experiencing an urgent health issue, please call WFPC first at (231) 935-8930 to see if your provider or provider on-call can address your needs. An after-hour provider will guide you to an appropriate level of care. In the event our office is closed, the WFPC provider may direct you to an available Urgent Care:

- Foster Family Community Health Center
(231) 935-8686
 - 550 Munson Avenue, Traverse City
 - Open daily, 9am – 8pm
- WellNow Urgent Care
(231) 401-1166
 - 3570 N US 31 South, Traverse City
 - Open daily, 8am – 8pm
- True North Urgent Care
(231) 252-1810
2 Locations, Open daily, 8am – 8pm
West: 630 W 14th St Street, Traverse City
East: 4290 US 31 North, Traverse City