A decorative graphic consisting of a network of green dots connected by thin lines, resembling a molecular or digital structure, positioned at the top right of the page.

**Patients will begin to notice a change in the way this office provides care as we begin to build your medical home. We will continue to keep you updated on any changes you need to be made aware of.**

**As our patient, we need you to:**

- Ask questions, share feelings and be part of the care process.
- Be honest about your medical history, symptoms, and other important information related to your health.
- Tell your doctor about any changes in your health and well-being.
- Take all your prescribed medication 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 medical problems, unless it is a medical emergency.

**The staff and physicians in this office agree to:**

- Understandably explain disease, treatments and results.
- Listen to your feelings and questions to aid in informed decision making about your care.
- Keep treatments, discussions, and records private.
- Provide 24-hour access to medical care and same day appointments whenever possible.
- Provide clear instructions on how to meet your health care needs when the office is not open.
- Care for you to the best of our abilities based on current understanding of medical practices.
- Give you clear direction about your treatments.
- Refer you to trusted experts when additional care is suggested.

**The goals of a Patient Center Medical Home include:**

- A discussion with your doctor regarding your health care goals.
- Asking for your input in planning your care and designing a plan which you can follow.
- Exploring methods to more appropriately care for you, including ways to help you care for yourself.
- A reminder call or letter when tests are due so that you may receive the best quality care.





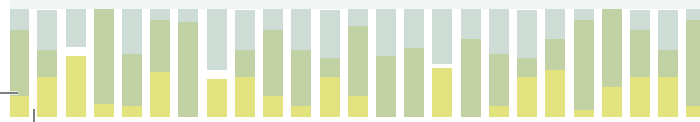
A medical home is a trusting partnership between a doctor-led health care team and an informed patient. The Patient Centered Medical Home concept includes an agreement between the doctor and the patient that acknowledges the role of each in a total health care program.

#### Insurance Participation

We participate in many health plans. Some health plans have broader coverage for preventive care than others; some plans offer more choices. We encourage you to become familiar with your health plan coverage.

#### Lab Test Results

All patients will receive notification of test results, both normal and abnormal. Notification will take the form of postcards and/or phone calls and will occur within 48 hours of the ordering physician's review of the test results.



Together we can end every visit  
with clear instructions  
about expectations, treatment goals,  
and future care plans!



**McLaren Oakland Lake Orion**  
1240 South Lapeer Road • Suite 101 A • Lake Orion, MI 48360  
Office: (248) 656-0472  
[mclaren.org](http://mclaren.org)



## Patient Centered Medical Home

*Your doctor, your relationship*

