

# Introducing a New *Partnership* With Your Doctor.

## What is Your Patient-Centered Medical Home?

The patient-centered medical home (PCMH) is an emerging model of care in which patients select a primary care practice to be their "medical home." Our primary focus is coordination of care, quality, safety and preventive care.

### Urgent Care

We strive to accommodate patients who need more urgent care. Please call us to ask if we can see you or guide your care. Often we might direct you to care that will serve you better at that time.

#### Munson Urgent Care

550 Munson Avenue, Traverse City  
(231) 935-8686  
Hours: 7 am–10 pm

### Lab Test Results

Whenever possible, please use our in-house laboratory or the facilities we refer you to in order to ensure better communication. We strive to get test results to patients. If you have not received a call or a card in the mail within **14 days**, please call the office for your results.

## Grand Traverse Internists PC

5015 North Royal Drive  
Traverse City, MI 49684  
(231) 935-0850 ~ [www.gtinternists.com](http://www.gtinternists.com)

#### Office Hours:

8 am to 5 pm (closed 12:30-1:30)  
*Limited Saturday & early morning  
appointments available*

## Grand Traverse Internists, PC

The physicians & staff of GTI are pleased to announce that we obtained certification through Blue Cross Blue Shield of Michigan as your Patient Centered Medical Home in July, 2011 & are working diligently towards recertification in July, 2012.

### You may notice that:

- We ask what **your** goal is, or what **you** want to do to improve **your** health
- We ask you to help us plan your care, and to let us know whether you can follow that plan
- Written copies of care plans may be provided to help manage more complex illnesses
- We will remind you when tests are due so that you can receive the best quality care
- We are exploring methods to care for you better, including ways to help you care for yourself

### We trust you, our patient, to:

- Take an interest and get involved in your health and wellness
- Take an active part in planning your care & self-managing your conditions in the home setting
- Follow the care plan that is agreed upon &/or let us know why you cannot so that we can try to help by changing that plan
- Tell us what medications you are taking & ask for needed refills at the time of your office visit
- Let us know when you see other doctors and what medications they put you on or changed
- Ask other doctors to send us a report about your care when you see them
- Seek our advice before you see other physicians; we may be able to care for your issue, and we know about the strengths of various specialists who may augment your care
- Learn about wellness and how to prevent disease
- Learn about your insurance so you know what it covers
- Respect us as individuals and partners in your care and treat us with the kindness you expect to receive
- Keep your appointments as scheduled, or call 24 hours in advance to cancel
- Pay your share of the visit fee when you are seen in the office
- Participate in surveys to give us feedback so we can strive to improve our services

### We will continue to:

- Provide you with a care team who all know you
- Respect you as an individual; we will not make judgments based on race, religion, sex, age, disability, or for any other reason
- Respect your privacy; your medical information will not be shared with anyone unless you give us permission or it is required by law
- Give care that meets your needs and supports with your goals and values
- Give care that is based on a high standard of professionalism, quality, and safety
- Have a doctor on call 24 hours a day, 7 days a week for immediate serious concerns
- Take care of short illnesses, long term disease and give advice to help you stay healthy
- Tell you about your health & illnesses in a way you can understand
- To improve your care we are using technology, including an Electronic Health Record, which we will strive to continuously improve