

A Patient - Centered Medical Home

- A Medical Home is not a building.
- A Medical Home begins with a trusting partnership between your Doctor, clinical team and YOU to improve your healthy lifestyle.

A Patient - Provider Agreement

- It is your invitation to become more proactive in your health, wellness and disease management.
- It is a document that explains the responsibilities of your doctor, GFC clinical team, and the patient (you).



1575 Concentric Blvd., Suite #1
Saginaw, MI 48604

Office Hours:
Monday - Friday
8:30 am to 5:00 pm

My Chart:
<http://mychart.synergymedical.org>

After Hours Call:
989-583-6800



Generations Family Care is a division of

SYNERGYMedical
EDUCATION ALLIANCE

www.synergymedical.org

Copyright by Synergy Medical Education Alliance May 10, 2011



Patient - Provider Agreement



Patient - Centered Medical Home

Generations Family Care (GFC) is becoming a Patient - Centered Medical Home. (PCMH).

To deliver better care for all generations, we invite you to join us in a Patient - Doctor Partnership.



What does this mean for you, our patient?

- Your own Primary Care Physician
- Your doctor will lead your health care team to provide you with tools to promote a healthy lifestyle and/or manage chronic disease
- Increase access to care and improve whole person care
- Appointments and a physician when you need them
- Safe, quality, cutting-edge care
- Decisions based on research evidence
- Best practice standards and technology (electronic medical record, electronic prescriptions, and MyChart)
- Increased satisfaction with your health care

To fulfill this partnership, your health care team will:

- Provide safe and evidenced based quality care
- Lead and coordinate care throughout our patients' lifetime
- Explain medications, treatments, diseases and diagnostic results so you can understand them
- Listen to you, encourage you to share questions and feelings and help you make decisions about your care
- Look at ALL your health needs and send you to trusted experts (specialists), if needed
- Provide 24/7 contact with a GFC physician (MyChart or phone)
- Use an electronic medical record to help coordinate care



What we ask of you (and Parents/Guardians):

- Be in charge of your own health
- Ask questions, share feelings, be part of your care
- Call your doctor first with all health concerns, unless it is a medical emergency
- Be honest and detailed when sharing your health history, symptoms and any changes in your health
- Ask about how you can make healthy decisions to promote wellness and prevent disease
- Prepare for your office visit. Tell us about ALL current medications you take (including over-the-counter, vitamins, and herbals) and refills you need
- Work with provider to develop a care plan. Follow your care plan
- Let your provider know if you are unable to take medications or follow through with your care plan
- Keep your scheduled appointment
- Provide feedback on how we can better serve you
- Fill out and return the Customer Service Survey when you receive one
- Ask questions if you don't understand something