

Welcome to our Practice

Your Patient-Centered Medical Home!

We will continue to:

- Provide you with a care team who will know you and your family
- Give care that meets your needs and fits with your goals and values
- Have a doctor on call 24 hours a day and 7 days a week
- Take care of acute illnesses, long term disease and give advice to help you stay healthy

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 if you think you can follow the plan
- Our care team members providing for your complete care through new roles and tactics
- We remind you when preventative care services are due so that you have the best receive the best quality care.

We trust you, our patient, to:

- Tell us what you know about your health and illnesses
- Tell us about your needs and concerns
- Follow the care plan that is agreed upon-or let us know why you cannot so that we can try to help, or change the plan
- Tell us what medications you are taking and ask for a refill at your office visit when you need one
- Let us know when you see other doctors and what medications they put you on or change
- Ask other doctors to send us a report about your care when you see them
- Learn about wellness and how to prevent disease
- Learn about your insurance so you know what it covers
- Keep your appointments as scheduled, or call and let us know when you cannot
- Give us feedback so we can improve our services

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

URGENT CARE

We strive to accommodate patients who need more urgent care. Please call us to see if we can see you or guide your care. Often, we might guide you to care that serves you well.

LAB TEST RESULTS

Please try to use laboratories and other test facilities we use regularly to ensure better communication. We strive to get test results to patients. If you have not received a call within 14 days, please call the office for your results.

Comprehensive Quality of Care

Please be aware, in the course of providing your care, your health care information may be shared among other Providers involved in your care, as appropriate.



Middleville Family Practice
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AVAILABLE COMMUNITY SERVICES

NEED HELP? DIAL 211 FROM ANY PHONE AND YOU WILL BE CONNECTED WITH A REFERRAL HOTLINE THAT CAN CONNECT YOU WITH NON-PROFIT AGENCIES IN THE AREA THAT CAN HELP WITH HUMAN, HEALTH AND SOCIAL NEEDS (I.E., UTILITIES, HOUSING, HEALTH INSURANCE, FOOD, DIAPERS, ETC.)

A LISTING OF THE AREA RESOURCES CAN ALSO BE FOUND ON THE AUNT BERTHA WEBSITE: <https://www.findhelp.org>

PLEASE ASK OUR STAFF FOR INFORMATION PERTAINING TO YOUR SPECIFIC NEEDS.

PRACTICE HOURS

Monday: 9:00am – 5:00pm

Tuesday: CLOSED

Wednesday: 9:00am – 5:00pm

Thursday: 9:00am – 5:00pm

Friday: 9:00am – 5:00pm

<https://www.middlevillefamilypractice.com/>