

Access and Communication:

When you call the office, be sure to tell the receptionist the reason for your appointment so we can plan a date and time that is most convenient for you.

www.aap.org

American Academy of Pediatrics (AAP)

AAP Parenting Website

www.healthychildren.org

Centers for Disease Control and Prevention

www.cdc.gov/vaccines

Product Safety

www.cpsc.gov

Poison Control Center

(800) 222-1222 or (313) 745-5711
www.poison.org

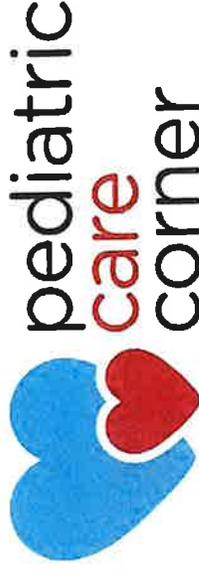
OSP Community Resources

www.ospdocs.com

- *Click on Community Resources*

Help Me Grow-Michigan

www.helpmegrow-mi.org



Providing Care from the Heart

We are your Patient Centered Medical Home, dedicated to promoting access to quality health care to children from birth to age eighteen years old.

Pediatric Care Corner

2300 Haggerty Road
Suite 2110

West Bloomfield, MI 48323

Phone: (248) 926-1411

Fax: (248) 926-5338

Our staff begins answering phones ½ hour prior to scheduled hours.

Office Hours

Monday	8:00 am - 6:00 pm
Tuesday	8:00 am - 6:00 pm
Wednesday	8:00 am - 6:00 pm
Thursday	8:00 am - 6:00 pm
Friday	8:00 am - 5:00 pm
Saturday	8:30 am - 12:00 pm

Note: These hours may be shortened if there is a lack of patient volume.

Extended Hours and After-Hours Emergencies:

Health emergencies can happen anytime. If your child has an emergent medical issue that cannot wait to be addressed until the next business day, you can reach the physician on call by dialing our answering service (248) 584-6185.

We're on call 24 hours a day. Someone is always available to help you.

If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency room. Please remember to inform us of any care you have received through any after-hours facility or provider.

Our Physicians

John A Boyle, DO, FAAP, FACOP

Roberta A Bobal-Savage, MD, FAAP

Helen S Economy, MD, FAAP

Michelle D Ober, MD, FAAP

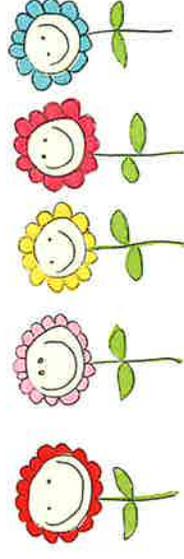
Hospital Affiliations

DMC Huron Valley-Sinai Hospital
Commerce Township, MI

Corewell Health

William Beaumont University Hospital
Royal Oak, MI

Henry Ford West Bloomfield Hospital
West Bloomfield, MI



What Is a Patient Centered Medical Home?

The Patient Centered Medical Home is a compassionate, accessible, comprehensive, coordinated, family-centered, and culturally effective care model.

This means our practice, as your Patient Centered Medical Home, is a central resource for all your health care needs. In our Patient Centered Medical Home, your doctor and our staff will make you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your care.

As your Patient Centered Medical Home we will also help you find needed information and resources about:

- Health conditions and latest treatments
- Specialist care services
- Support services for your family
- Other key local services

As Your Medical Home, We Will:

- Explain health conditions, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep treatments, discussions, and records private
- Provide 24-hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Provide you clear directions about medicines and other treatments
- Refer you to trusted experts, if needed
- End every visit with clear instructions about expectations, treatment plans, and future goals

As Part of Our Health Care Team, You Help Us Provide Better Care if You:

- Ask questions, share your feelings, and be part of your care
- Honestly share your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and well-being
- Make healthy decisions in your daily life
- Prepare for and keep scheduled visits or reschedule in advance whenever possible
- Call our office first with all problems, unless it is a medical emergency
- Bring all medications and supplements you are taking to each visit
- Inform us of all health care services you receive outside of our office (i.e.: Urgent Care Center, Emergency Room, Specialist Visits)
- Understand how your health insurance benefits work

Communication is Important

Our Services:

When calling our office, trained professional staff will answer initial calls to the office requesting medical advice. Our triage staff work closely with the physicians and will be able to address any questions and determine whether you need an appointment, treatment advice or a return call from a physician.

Please visit our website at www.pediacorner.com for access to forms and handouts, financial and insurance information, links to valuable childcare information and answers to many common questions.

Please ask us how to sign up for our secure patient portal. Through the portal you will have access to your medical record, secure messaging to staff and view test results.

For the convenience of our patients we use electronic prescribing to improve safety and efficiency. Please remind us about any refill requests at your visits or submit a refill request through the patient portal. Please allow 3 working days for refill requests to be processed. Please **do not** wait until the last pill to request a refill.

On-the-spot referrals will not be issued. Please call the office and allow 1 week for non-urgent referral requests.

Patient/Parent/Guardian Signature

Date