



As part of our Patient Centered Medical Home or PCMH, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal is to provide excellent care for you.

We appreciate the opportunity to provide you with medical services. The information that follows is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practice. If you have any questions, please ask us.

We desire to get better and better

Give us feedback so we can improve our services-take our survey on our website at:

www.familypracticecadillac.com

Welcome to Our Practice

A Patient Centered Medical Home

William R. Grace, D.O.
David M. Mutch, D.O.
Kevin E. Anderson, M.D.
Alicia T. Elmore, D.O.
Brandon C. Peltier, D.O.
Kathleen A. Mahan, M.D.

Contact Us

Phone: 231-775-9741

Web: familypracticecadillac.com.

**Ask us about becoming web enabled.
Our patient portal allows you to
view test results, request prescription
refills and send messages from your
electronic devices.**



FAMILY PRACTICE OF CADILLAC

827 E. Division (M-55)
Cadillac, MI 49601



FAMILY PRACTICE OF CADILLAC

*A Patient Centered Medical
Home*



What are your options?

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
- Written copies of care plans may be given in more complex illnesses
- The care team members are doing more and/or different parts of the care
- We remind you when tests are due so that you can receive the best quality care
- We may ask you to have blood tests done before your visit so that the doctor has the results at your visit
- We are exploring methods to care for you better; including ways to help you care for yourself



We trust you, our patient, to:

- Tell us what you know about your health and illnesses
- Tell us about your needs and concerns
- Take part in planning your care
- 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

A Medical Home 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.

- 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 you and we know about the strengths of various specialists
- 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
- Keep your appointments as scheduled, or call and let us know when you cannot
- Pay your share of the visit fee when you are seen in the office



We will continue to:

- Provide you with a care team who will know you and your family
- Respect you as an individual-we will not make judgments based on race, religion, sex, age, disability, etc.
- Respect your privacy-your medical information will not be shared with anyone unless you give us permission or it is required by law
- Provide care given by a team of people led by your physician
- Give the care you need when you need it
- Give care that meets your needs and fits with your goals and values
- Give care that is based on quality and safety
- Have a doctor on call 24 hours a day and 7 days a week
- Take care of short illness, long term disease and give advice to help you stay healthy
- Tell you about your health and illnesses in a way you can understand
- To improve your care we are using technology-like our Electronic Health Record and we will strive to continuously improve