

# Welcome to our Practice

## Your Patient-Centered Medical Home

As you build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

### **You may notice that:**

- We ask what your goal is, or what 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
- 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
- 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**
- 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
- Keep your appointments as scheduled, or call and let us know when you cannot
- Give us feedback so we can improve our services (We may survey you in the future to understand the better.)

### **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 judgements based on race, religion, sex, age, disability, etc.
- 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 short illness, long term diseases and give advice to help you stay healthy
- To improve your care, we are using technology-like our Electronic Health Record and we will strive to continuously improve

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### **AVAILABLE COMMUNITY SERVICES**

NEED HELP? 2-1-1 IS NOW AVAILABLE IN WAYNE COUNTY!

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 THIS WEBSITE:

[Http://www.referweb.net/uwjc/](http://www.referweb.net/uwjc/)

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

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.

### **AFTER HOURS EMERGENCY (NOT TO REFILL MEDICATION)**

Please call contact the pager number (313) 503-2295

Dr. Umlauf-Barrera will direct you with the next step . This is not to be used for prescription refill.

### **URGENT CARE**

We strive to accommodate patients who need urgent care. Please call us to see if we can see you or guide your care. Often , we might guide you to take care that serves you well. Emergency care is safer if we can guide the emergency Department about your health situation.

<b>1st Choice Urgent Care</b>	<b>Hours of Operations</b>	<b>Community Urgent Care</b>	<b>Hours of operation</b>
23455 Michigan Ave Dearborn, MI 48124 (734) 333-8001	M - F 9 am - 9 pm Sat - Sun 9 am - 9 pm	1816 Grindley Park St #2 Dearborn, MI 48124 (313) 792-1200	M - F 8 am - 8 pm Sat 9 am - 4 pm Sun Closed

### **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 or a card in the mail 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 case, as appropriate.

### **Practice Hours**

Monday: 9:00 am - 6:00 pm

Tuesday: 9:00 am - 6:00 pm

Wednesday: 9:00 am - 5:00 pm

Thursday: 9:00 am - 6:00 pm

Friday: 9:00 am - 5:00 pm

Saturday: 9:00 am - 1:00 pm

### **Pediatric Associates of Dearborn**

2331 Monroe St

Dearborn, MI 48124

Phone: 313-792-0345