

DELTON MEDICAL CENTER

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The health and wellness of our patients is a top concern of this office. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if I, your provider, and you, my patient, work together. This concept is called the Patient Centered Medical Home.

A MEDICAL HOME is called a “Home” because we’d like this to be the first place you think of for all of your medical needs. Our goal is to make it easy and comfortable to get the care you need, in a way that works best for you.

Having a MEDICAL HOME means we ask you to:

- Provide us with all the information you have regarding your health and illnesses.
- Tell us about your needs and concerns and keep us informed of any changes in your health and wellbeing.
- Be involved in your medical decision-making.
- Let us teach you about wellness and disease prevention.
- Follow our medical advice and treatments. If you are unable, let us know why so that we can suggest other options.
- Tell us what medications you are taking including supplements and ask for a refill at your office visit when you need one.
- Teach yourself about the requirements of your insurance company, and what services are covered.
- Contact us during emergencies so that we can direct you to the right care.
- Prepare for us and keep scheduled visits or reschedule visits in advance whenever possible.
- Give us feedback so that we can improve our services.

As we “build” your MEDICAL HOME you will notice some change, but many things will stay the same.

We will continue to:

- Explain diseases, treatments, and results in an easy-to-understand way.
- Provide access to medical care and same day appointments, whenever possible.
- 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 provider.
- Give care that is based on quality and safety.
- Take care of short illness, long term disease and give advice to help you stay healthy.
- Provide instructions on how to meet your health care needs when the office is not open.