

As part of our Patient-Centered Medical Home (PCMH) orientation, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal has been to provide excellent care for you.

We desire to get better and better.

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.



KARU MEDICAL ASSOCIATES

5685 GRATIOT ROAD
SAGINAW, MI 48638
989/497-5278

**CONNECT WITH US ON
FOLLOW MY HEALTH**

PCMH

PCMH

PCMH

PCMH

PCMH

PCMH

PCMH

KARU

MEDICAL

ASSOCIATES



PATIENT-CENTERED MEDICAL HOME

Right for our office. Right for you



**Welcome To Our
Practice**

**A Patient-Centered
Medical Home**

KALA RAMASAMY, M.D.
LEKHA RICHARDSON, M.D.
SARA PEGLEY, FNP-C

WHAT ARE YOUR OPTIONS?

Helping you make the right choices



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 your doctor, our medical assistants, our Care Manager, Brenda, and you acknowledging the role of each in a total health care program.

HELPING YOU MAKE THE RIGHT CHOICES

We will:

- Ask what your goal is, or what you want to do to improve your health
- Ask you to help us plan your care, and to let us know if you think you can follow the plan
- Create written copies of care plans for more complex illnesses
- Have the care team members doing more and/or different parts of care
- Remind you when tests are due so that you can receive the best quality care
- Ask you to have blood tests done before your visit so that the doctor has the results at your visit
- Explore methods to care for you better; including ways to help you care for yourself.
- **Share your healthcare information with other members of your healthcare team when necessary.**

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
- 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
- Give us feedback so we can improve our services (We may survey you in the future to understand this better.)

PRACTICE HOURS

MONDAY, WEDNESDAY
AND THURSDAY

9:00 A.M. TO 5 P.M.

TUESDAY AND FRIDAY

9:00 A.M. – 4:00 P.M.

URGENT CARE MEDEXPRESS

We want to help you get the services you need. **Please call us to guide your care.** If you require Emergency Care we can advise the Emergency Room about any special circumstances regarding your care.

LAB FACILITIES

PREFERRED:
QUEST LABS
ST. MARY'S LABS
COVENANT
(Or use the lab preferred by your insurance company)

You will be notified of the results by phone or mail. Call the office if you have not heard results one week after tests are performed.

HOSPITAL FACILITIES RECOMMENDED:

**ASCENSION ST
MARY'S OF
MICHIGAN**

Unless you are directed elsewhere or your insurance requires another facility.

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 illnesses and chronic conditions
- 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



**WHEN YOU NEED AN APPOINTMENT,
(EVEN ON THE SAME DAY)
CALL US AT:
989/497-5278**



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