

**PCP** Patient Provider Agreement  
**PULMONARY AND MEDICINE ASSOCIATES**  
27472 SCHOENHERR RD, STE 100, WARREN MI 48088

A Patient Centered Medical Home is a partnership between a patient and their physician.

**We trust you as our patient to:**

- Ask questions, share your feelings and be part of your care
- Be honest about your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Take all of your medicine and follow your doctor's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call your doctor *first* with all problems, unless it is a medical emergency
- Consult my doctor before going to a specialist

A Patient-Centered Medical Home (PCMH) is a system of care in which a team of health professionals work together to provide your entire healthcare needs. You, the patient, are the most important part of a patient centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

**As your Patient Centered Medical Home physician I agree to:**

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep your 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
- Give you clear directions about medicines and other treatments
- Refer you to specialists as needed
- End every visit with clear instructions about expectations, treatment goals, and future plans

Thank you for partnering with our office and taking an active role in your health. In order to enhance our partnership it is important we share some helpful practice information

Our office hours are: *M,,W,T,F 8am - 4pm, T 8am-6:30pm (Pearson & Ogboh)*  
*Office is closed daily 12-1pm for Lunch*

**After hours** you will be instructed to: *Call our office number for our Answering Service and assistance, or follow prompts to leave a message for the staff (appointment cancellations, medication refill, etc). If you need to speak to a Physician after hours, our answering service will contact the doctor on call.*

We have developed partnerships with *Warren Urgent Care* and *Beaumont Urgent Care* and they will forward their findings to our office the following day. Should you find yourself in a situation where you must seek medical care after hours and it is **not** a life threatening emergency please use:

**Beaumont Urgent Care**  
**28550 Schoenherr, Warren**  
**586-480-1685**

**Warren Urgent Care**  
**31700 Van Dyke, Warren**  
**586-276-8200**

*(\*\*Please also contact our office for follow up after your Urgent Care visit\*\*)*

***Should you have a life threatening emergency please proceed to the nearest hospital or CALL 911***

Ask any of our staff about Community Services or contact the following:

NEED HELP? 2-1-1 is now available. Dial 211 from any phone and you will be connected with a referral hotline that can connect you with non-profit agencies in your 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:

<https://www.mi211.org/>.

"Our office also has access to [findhelp.org](https://findhelp.org) - an app to locate community resources. Let any of our staff know if we can help you with any social need you may have."

**\*\*\*Ask about our patient *myBeaumontChart* Web Portal. We have a Patient Portal that supports two-way, secure and compliant communication.**