

Dear Patient and Family,

At our office, we are working towards maintaining recognition as an office that provides care according to the standards of a Patient Centered Medical Home (PCMH). An office designated as a PCMH provides comprehensive, coordinated health care to patients at all stages of their life. It is a health care partnership developed between you, the patient, your physician and his/her health care team.

As a valued patient, we are excited to discuss this rewarding approach to health care right here in our office with no additional cost or inconvenience to you. In fact, we think you will be very pleased with some of the patient friendly features that will be available to you now and in the future.

Please take a few moments to review the Patient-Provider Partnership Brochure. It describes each of our roles in caring for you. This is an important feature of our office. As partners in your health care we look forward to discussing this information with you and answering any questions you may have.

Sincerely,

**Nathan Chase, MD**  
**Rosa Mirijanian, MD**  
**Bashar Okka, MD**  
**Tracey Wilkerson, NP**  
**Laura Holt, NP**

## Clarkston Internal Medicine

7188 N Main Street  
Clarkston, MI 48346  
248-625-1600

### Office Hours

#### Winter Hours (October - May)

**Mon/Tues/Thu** 8:00am - 5:00pm  
**Wed** 9:00am - 6:00pm  
**Fri** 8:00am - 4:00pm  
**Sat** 10:00am-2:00pm or 9:00-1:00pm

#### Summer Hours (June - September)

**Mon -Thur** 8:00am - 5:00pm  
**Fri** 8:00am - 4:00pm

**Same day appointments** are available for sick and well visits.

### After Hours Emergency

Please call our answering service **(248) 858-6832** before going to the emergency room unless it is a life threatening emergency.

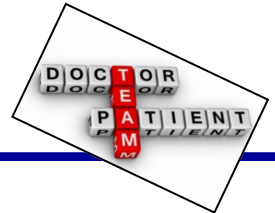
*To insure comprehensive, quality care for our patients, this office will share patient health information with other providers involved in their care as appropriate and necessary.*

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Patient  
Provider  
Partnership



***Patient-Centered Medical Home***

**Oakland  
Physician  
Network  
Services**

## Patient- Doctor Partnership:

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 doctor,*  
*the office staff*

and  
you, *my patient,*  
work together.



This concept is called the  
**Patient Centered Medical Home.**

## Provider Responsibilities:

Explain diseases, treatments, and results in an easy-to-understand way.

Listen to my patients' feelings and questions help them make decisions about their care.

Keep 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.

To care for you to the best of my abilities based on my understanding of current medical methods available.

Give my patients clear directions about medicines and other treatments.

Send my patients to trusted experts, if needed.

End every visit with clear instructions about expectations, treatment goals, and future plans.

## Patient Responsibilities:

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 provider about any changes in your health and well being.

Take all of your medicine and follow your provider'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 provider *first* with all problems, unless it is a medical emergency.

End every office visit with a clear understanding of your provider's expectations, treatment goals, and future plans for you.