



24400 Greater Mack Avenue
St. Clair Shores, MI 48080

Phone: (586) 778-1881

Fax: (586) 778-0667

Patient-Provider Agreement

Our goal is to provide you with the highest standard of healthcare. The only way we can meet this goal is if I, your medical provider, and you, my patient, work together.

This concept is called **Patient Centered Medical Home** and the following outlines the responsibilities of the patient and medical provider partnership:

Patient

- 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 medical provider about any changes in your health and well-being
- Take all of your medicine and follow your medical provider's advice
- Keep all appointments as directed by your medical provider or reschedule if necessary
- Call your medical provider first with all problems, unless it is a medical emergency
- Ensure you have a clear understanding of the plans you and your health care team have laid out for you during your visit
- Respect and honor the financial arrangements through your insurance carrier and the medical home

Medical Provider

- Establish a strong link with the patients that encourage open and honest discussions regarding your health and associated care plans
- Provide 24 hour access to medical care and same day appointments, whenever possible
- Give my patients clear directions about medications, testing, and other treatments
- Care for all stages of life including acute care, chronic care, preventative care and end of life care
- Accomplish care by establishing health maintenance plans for patients with chronic conditions
- Direct and coordinate all elements of care in the complex health system through any necessary referrals to specialists, hospitalizations, home health agencies and the community

Thank you for selecting us as your Patient-Centered Medical Home!

Waypointe Internal Medicine, P.C.

24400 Greater Mack Avenue, St. Clair Shores, MI

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 **Monday, Tuesday, Wednesday, Thursday, 8:00 am – 5:00pm and Friday** from **8:00 am to 4:00 pm**.
Monday – Thursday our phones are on from **9:00 am to 4:30 pm** and
Friday from **9:00 am to 3:30 pm**.

After hours you are instructed to call the provider on-call:

Waypointe Internal Medicine After Hours Line (586)360-0853

PLEASE CALL DURING BUSINESS HOURS FOR PRESCRIPTION REFILLS

We have developed partnerships with three urgent cares for when our office is closed and it is **NOT** a life threatening emergency, they will forward their medical findings to us the following day.

St. John Eastside Pediatrics/Adult Urgent Care

21000 E. 12 Mile Road (E of I-94)
Suite 105 St. Clair Shores, MI
586-498-3606

Hours: Monday-Friday 5:00 pm to 10:00 pm Sat & Holidays 12:00 pm to 6:00 pm Sunday 10:00 am to 5:00 pm

Shores Urgent Care

25631 Little Mack
St. Clair Shores, MI
586-884-2727

Hours: Everyday including Holidays 8:00 am to 9:00 pm

Grosse Pointe Urgent Care

20311 Mack Avenue
Grosse Pointe Woods, MI
313-499-6000

Hours: Everyday including Holidays 8:00 am to 10:00 pm

ANY LIFE THREATENING EMERGENCY YOU SHOULD DIAL 911 OR

PROCEED TO THE NEAREST EMERGENCY ROOM

After any visit to the urgent care, emergency room or hospital, it is very important for us to see you for a follow-up appointment, please contact our office at 586-778-1881