

Welcome to our Specialty Practice

We are a part of your Patient-Centered Medical Home Neighborhood!

Michigan Eyecare Institute

Southfield

29877 Telegraph Rd. Suite 100 Southfield, MI 48034

Livonia

36300 Schoolcraft Rd. Livonia, MI 48150

Dearborn

4337 Maple St. Dearborn, MI 48126

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A Patient-Centered Medical Home (PCMH) is a system of care in which a team of health professionals work together to provide all of your health care needs. You, the patient, are the most important part of a PCMH. 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.

We are partnering with your Primary Care Physician (PCP) as they build your Medical Home. We are sharing their commitment to effectively and efficiently co-manage your care over time. As your specialist, we will be sharing limited or long-term management (depending on the nature and impact) of your condition and provide advice, guidance, and periodic follow-up until the crisis or treatment has been stabilized or completed.

You will notice:

- We will be communicating with your PCP and providing them with timely reports for our consultations with you.
- We will be notifying your PCP of no-shows, cancellations, and other actions that may place your care in jeopardy.
- We will be notifying your PCP of referrals needed to other specialists.
- We will be providing future scheduled appointments and treatment plans.

We trust you, our patient, to:

- Learn about your insurance, know your coverage including, co-pays and deductibles and prior-authorization requirements for procedure and prescriptions.
- See your PCP on an annual basis for all preventive services and any other needs before other doctors.
- Keep your scheduled appointments or call the office to let us know you cannot make it.
- Follow the care plan that is agreed upon or when you cannot follow the plan, let us know so we can work with you to create a new, achievable plan.
- Bring your medications to all appointments –it is also important to know any over the counter medications and/or supplements you are taking. Ask for a refill at your visit.

Coordination of Care is important – Please inform all your other Doctors that you are being seen by our office. Please ask the other Doctors to notify us of treatments you receive as other treatment may affect the treatment plan from this office.

We Will continue to:

- Remind you when tests are due so that you can receive the best quality care
- Ask you to have blood tests done before you visit so that the doctor has the results at your visit

AFTER HOURS CARE

If you have Ophthalmology healthcare needs after hours, please call our afterhours number

248-352-2806 and follow the instructions.

For all other health care issues NOT treated by this office please contact your PCP (Primary Care Physician).

Test Results

Please try to use Laboratories and other test Facilities we use regularly to ensure better communication. You will be contacted within **48 hours** for any results needing treatment. Normal results will be discussed at your next scheduled appointment or you can call the office to receive.

COMMUNITY RESOURCES

NEED HELP? AVAILABLE COMMUNITY SERVICES:

Resources are available: 2-1-1 or findhelp.org

- A listing of the 211 area resources can be found online at www.mi211.org.
- A resources list is also online at www.findhelp.org

Still need help? Please ask our staff for information pertaining to your specific needs.

PATIENT WEB PORTAL

It is IMPORTANT to sign up for our Patient Portal that supports two-way, Secure communication. To Access your Medical Information, Please Ask us how! It provides access to Lab results, appointment reminders, etc.....

