

Patient Centered Medical Home: a patient-doctor partnership



At Sheridan Community Hospital Clinics our primary goal is to provide the best possible care to every patient. The best way to meet this goal is to build a trusting partnership between an informed patient, the patient's doctor and the healthcare team. A medical home is like a "home base" for your health care needs built upon a partnership between you and your doctor.

Having a medical home means that we trust you to:

- Ask questions, share your feelings and be part of your care.
- Be honest about your history, symptoms and any changes in your health and well being.
- Learn about wellness and preventing disease and make healthy decisions about your daily habits and lifestyles.
- Tell us what medications you are taking and ask for refills during your office visit.
- Take all of your medicine and follow the treatment plan you make with your provider or tell us if you cannot do so.
- Call your doctor first with all problems unless it is a medical emergency.
- Tell us when you see other doctors and about the medicines they may have prescribed for you. Ask them to send us a report about your care so we are well informed.
- Keep your appointments as scheduled or call at least 48 hours in advance to reschedule or cancel.
- Payment is expected at the time of service.
- End every visit with a clear understanding of your doctor's expectations, treatment goals and future plans.

In order to build the partnership we will...

- Explain disease, treatments and results in an easy way to understand.
- Listen to your feelings and questions to help you make decisions and set goals about your health.
- Give clear directions about medications and other treatments.
- Give care that is based on quality and safety.
- Send you to trusted experts, if needed.
- Keep medical information and records private according to state and federal laws.
- Provide 24-hour access to a member of our health care team. (Call SCH's ER and Walk-In Clinic when office is closed: 989-291-3261.)
- Strive to build flexibility into our schedules in order to see you on the day that you need to be seen, or as soon as possible.
- End every visit with clear instructions about expectations, treatment goals, medicines, and future plans.

Important reminders...

Registration Forms and Updates

It is important that we maintain current information on our patients. Please update our office with any new insurances, addresses, telephone numbers, or name changes. You will be asked to complete a new registration form each year and update your medical history periodically.

Insurance Plans

Our providers participate with many health plans. Please ask our staff to verify your eligibility.

Fees & Payment Policy

We share the concern of our patients about the increasing costs of medical care. We have set our fees at a reasonable level. Payments are expected at the time of your visit. All inquiries, regarding your account, can be made by calling the SCH Clinics' billing office at 989-831-4010.

We need your help...

Prescriptions and Refills

It is important to have your prescriptions refilled at the time of your office visit. Please bring your medications with you! If you think you may run out of medication before your next visit, you should call the office at least 48-72 hours prior.

Scheduled Appointments

We know your time is valuable and we do our best to see you at your scheduled time. Patients are encouraged to arrive at least 10 minutes ahead of the appointment time. This time allows our staff to update your records before you see your doctor. If you are unable to keep your scheduled appointment, please notify us immediately.

Emergency Care

For life-threatening emergencies, call 911 or proceed to your nearest hospital emergency room. SCH also offers a 24-hour Walk-In Clinic, located at 301 N. Main St., Sheridan. Call 989-291-3261.

