

Patient-Centered
Medical Homes focus
on you and your
relationship with your
physician.

WHAT IS A PATIENT-CENTERED MEDICAL HOME?

- A Medical Home is not a building
- A Medical Home is a home-base for your health care needs
- A Medical Home is a trusting partnership between a health care team led by your doctor and you—the informed patient.
- A Medical Home is called a “Home” because we’d like this to be the first place you think of for all your medical needs.

Visit our web-site for links to Community
Resources available to you,

www.family-care-center.com

Or speak directly to your medical provider.

We ask you to join with
us as we strive to give
you the best possible
care as your Medical
Home.

When the process is complete, you
may notice that:

- We ask you what your goal is or what you want to do to improve your health.
- We ask you to help us plan your care and to let us know if you think you can follow the plan.
- We give you a written copy of the care plan.
- We remind you when tests are due, so you receive the best quality care.
- We ask you to have blood tests done before your visit, so the doctor has the results at your visit.
- We use more advanced electronic tools and help us provide more efficient care and communication.



Scott A Carlson, D.O.

1525 E Beltline N.E.

Grand Rapids

(616) 363-0055

www.family-care-center.com

A PATIENT-DOCTOR PARTNERSHIP

Because we care for you, we ask
that you join us as we build your
Medical Home.

A Medical Home is called a “Home”
because we’d like to be the first
place you think of for all your med-
ical needs.

A Medical Home includes:

the way care is given

the people who give the care

and the place where this happens.

A MEDICAL HOME IS
A TRUSTING
PARTNERSHIP
BETWEEN A HEALTH
CARE TEAM LED BY
YOUR DOCTOR AND
YOU—THE INFORMED
PATIENT.

OUR PROVIDERS

Family Medicine



Scott Carlson, D.O.—Dr. Carlson graduated from Michigan States University College of Osteopathic Medicine. He has served as a Family Practice Physician in Grand Rapids for over twenty five years. His practice includes pediatrics, gynecology, obstetrics, dermatology, biopsies, excisions, back pain, disease management, preventative medicine, and cosmetic laser medicine.

Elizabeth Harris, PA-C—Elizabeth graduated from Grand Valley State University with her Master of Science in Physician Assistant Studies. She has been with Family Care Center since May 2011. She is trained in multiple areas of women's health including family planning and birth control options, abnormal pap smears and menopause treatment.

Joel Heagle, PA-C—Joel graduated from Grand Valley State University with his Bachelors Degree in Biology and from Western Michigan University with his Master of Science in Physician Assistant Studies. He has been with Family Care Center since 2001 focusing on family medicine and men's health.

As Always, our care is all about you.

As we build your Medical Home, you will notice some changes in the way we give your care, but many things will stay the same.

We will continue to:

- Respect you as an individual—we will not make judgments based on race, religion, sex, age or disability.
- Respect your privacy—your medical information will not be shared with anyone unless you give us permission or it is required by law.
- Provide care given by a team of people led by your doctor.
- Have your own doctor who knows you and your family.
- Give the care you need when you need it.
- Give care that meets your needs and fits with your goals and values.
- Give care that is based on quality and safety.
- Have a doctor on-call 24 hours a day, seven days a week.
- Manage acute illnesses and chronic disease and give advice to help you stay healthy.
- Tell you about your health and illnesses in a way you can understand.

**YOUR HEALTH IS VERY IMPORTANT.
WE ARE WORKING HARD TO HELP
YOU.**

A Medical Home means we trust you to:

- Tell us what you know about your health, illnesses, needs and concerns.
- Take part in planning your care and follow the agreed-upon care plan. If you are unable, let us know why, so we can help.
- Contact us during emergencies, so we direct you to the right care.
- Tell us what medications you are taking and ask for a refill at your office visit when you need one.
- Let us know when you see other doctors and what medications they put you on or change.
- Ask other doctors to send us a report about your care when you see them, even your eye doctor.
- Learn about wellness and how to prevent illnesses.
- Respect us as individuals and partners in your care.
- Keep your appointments as scheduled, or call and let us know when you cannot.
- Pay your share of the visit fee when you are seen in the office.
- Give us feedback, so we can improve our service to you.