Our Mission:
"To be an industry leader in the promotion and delivery of health and wellness through quality, compassionate healthcare with a commitment to service excellence, teamwork and innovation."

As part of our Patient-Centered Medical Home orientation, we will ask you to acknowledge your agreement to the enclosed, and we will acknowledge our agreement with you. Our goal is to provide excellent care to you.

We strive to get better and better.

We appreciate the opportunity to provide you with medical services. The information that follows is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practice. If you have any questions, please ask us.

Memorial Healthcare Urgent Care
9099 Lansing Rd. | Suite B | Durand
989.288.0400 | 7 Days a Week
9:00am - 7:00pm

Memorial Healthcare Urgent Care
218 W. Main St. | Suite 100 | Flushing
989.720.7562 | 7 Days a Week
9:00am - 7:00pm

Memorial Healthcare Urgent Care
1002 E. Main St. | Suite 100 | Owosso
989.720.5400 | 7 Days a Week
9:00am - 7:00pm

Memorial Healthcare Emergency Department
826 W. King St. | Owosso
989.720.CARE (2273) | 7 Days a Week
Open 24 Hours a Day

I. Stanley Frye, MD

Kevin London, MD

Eugenia G. Politis, MD

Gretchen Bucher, FNP-BC, C-EFM

Allyson Palazzolo, MSN, FNP-BC, RNC, C-EFM

Memorial Healthcare Obstetrics & Gynecology
818 W. King Street | Lower Level | Owosso, MI 48867
1501 Waterford Parkway | Suite B | St. Johns, MI 48879
Phone: 989.729.4292 | Fax: 989.725.9012
www.MemorialHealthcare.org

Memorial Healthcare

PATIENT-CENTERED MEDICAL HOME

A Medical Home is a trusting partnership between a doctor-led health care team and an informed patient. It includes an agreement between the doctor and the patient that acknowledges the role of each in total health care.

Patient-Centered Medical Home

PRACTICE HOURS

OWOSSO -
Monday, Tuesday, Wednesday, & Friday:
7:00 am - 4:30 pm

Thursday:
8:00 am - 4:30 pm

ST. JOHNS -
Dr. London will be seeing patients here on the 2nd and 4th Tuesday of each month.

URGENT CARE
MMA strives to accommodate patients who need more urgent care. Please call us with your urgent health concerns. If you need services outside of regular business hours, you may choose to seek Urgent or Emergency Care. Memorial Healthcare Urgent Care will communicate your visit with our office.

LAB TEST RESULTS
Please use Memorial Healthcare testing facilities to ensure better communication and prompt results. You may view your lab test results on our M-Health Patient Portal. Please visit www.MemorialHealthcare.org and click on the "Patient Portal (M-Health)" tab at the top of the page for portal sign up and/or login information. Please call if you haven't heard from us a week after tests were performed.

TAKING AN ACTIVE ROLE IN YOUR HEALTHCARE.

Over the next several months you may notice that:

- We ask what your goals are, 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
- Written copies of care plans may be given in more complex illnesses
- We remind you when tests are are due so you can receive the best quality care
- We may ask you to have blood tests done before your visit so the doctor has the results at your visit
- We are exploring methods to care for you better, including ways to help you care for yourself

We trust you, our patient, to:

- Tell us what you know about your health and illnesses
- Tell us about your needs and concerns
- Take part in planning your care
- Follow the care plan that is agreed upon, or let us know why you cannot so that we can try to help or change the plan
- 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
- Learn about wellness and how to prevent disease
- Learn about your insurance so you know what it covers
- 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 services – we may survey you in the future to understand this better

INSURANCE PARTICIPATION
Memorial Healthcare participates in many health plans where preventative medicine is a top priority.

We will continue to:

- Provide you with a care team who will know you and your family
- Respect you as an individual – we will not make judgments based on race, religion, gender, age, disability, etc.
- 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 physician
- 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 and 7 days a week
- Take care of short illnesses, long-term disease and give advice to help you stay healthy
- Tell you about your health and illnesses in a way you can understand

Call us today for an appointment!

989.729.4292

If you already have an appointment, you will receive an automated reminder phone call two days prior.

As we build your Medical Home Neighborhood, you will notice some changes in the way we provide care, but many things will stay the same. To improve your care, we are using Electronic Health Record technology.