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

Pankaj Guglani, MD

James Arceo, PA-C

Memorial Healthcare Pain Management
818 W. King Street | Suite 300 | Owosso, MI 48867
Phone: 989.729.4190 | Fax: 989.729.4971
www.MemorialHealthcare.org

Memorial Healthcare

PATIENT-CENTERED MEDICAL HOME

As your specialist office, we're part of your Patient-Centered Medical Home!

This means we partner with your Primary Care Physician (PCP) as they build your Medical Home. We share their commitment to effectively and efficiently co-manage your care over time. As your Specialists, we will be sharing limited or long-term management (depending on the nature and impact) of your condition and will provide advice, guidance and periodic follow up for as long as you need.

TAKING AN ACTIVE ROLE IN YOUR HEALTHCARE.

Over the next several months you may notice that:

- We will be communicating with your Primary Care Physician (PCP) and will be providing timely written reports on our consultations with you to them, including all test results and medications that we order
- We will be notifying your PCP of cancellations, missed appointments, and other actions that may place your care in jeopardy
- We will be providing future scheduled appointments and treatment plans
- We will be notifying your PCP of referrals needed for other specialties and/or resources
- We ask you to help us plan your care, and to let us know if you think you can follow the plan
- We remind you when tests 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 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

Patient-Centered Medical Home

PRACTICE HOURS

Monday - Thursday:
7:30am - 4:30pm

Friday:
7:30am - 12:00pm

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.

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!

OWOSSO
989.729.4190

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.