



Welcome to Isabella Citizens for Health, Inc. (ICH) and thank you for choosing us as your provider for primary medical care. Our health care team is committed to providing you and your family with the best health care possible. We are recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home. As a Patient Centered Medical Home, our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall well-being, including emotional, family, and social concerns.

What is a Patient Centered Medical Home?

- **Patient-centered** means that **you** and your health care are at the center of your medical home.
- **Medical home** begins with our practice, where a team of professionals, led by your personal provider, work together to provide you with comprehensive and coordinated care.
- **Patient Centered Medical Home** is an approach to providing total health care where you join a team that includes health care professionals, trusted family members or friends (if you wish), and, most importantly, you.

As a patient of Isabella Citizens for Health, Inc., you will have access to:

- In office services including, but not limited to, wellness exams, newborn and well-baby exams, adult and childhood immunizations, minor surgery, laboratory testing, electrocardiograms, osteopathic manipulation, and cancer screenings.
- Interpretive and Translation Services for foreign language and limited English speaking individuals;
- Transportation Assistance;
- Case Management to help with extended care needs, follow-up exams and education;
- An Enrollment Specialist to assist you will accessing care, free of charge;
- Same-Day appointments for acute illness conditions; and
- Sliding Fee Discount Program for eligible patients.

How You Can Help

- Talk with your primary care provider and team about any questions you have.
- Keep in touch with your team, if further questions arise about your health.
- Take care of your health by following the plan recommended by your team.
- Schedule a complete physical exam at least once a year.
- Always let us know how we're doing and how we can improve.

To prepare for your first visit, we recommend you use the *"New Patient Appointment Checklist"*.

At your first appointment, you will be given an enrollment token to sign up for our Patient Portal. Please complete this registration as soon as possible after your first appointment. The patient portal provides you with access to your health care team and your health information. You may send messages to your

Family Medicine

Isabella Citizens for Health, Inc.
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Pediatrics

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health care team, view upcoming appointments and schedule your next appointment, request prescription refills, view test results, view notes about your visit, review your care instructions and view a list of all of your medications. The patient portal is an extremely useful tool in helping you reach your goals for improving your health.

Patient forms, information about our location and hours, biographical information about our providers, information about the patient portal and links to educational resources are posted on our website: www.isabellahealth.org.

At ICH, we believe in a strong family/provider/patient relationship and want you to confide in us and seek our help. We hope you will ask us about any medical concern that you or your family members may have. We want to keep you healthy and make you feel at home in our office.

Sincerely,

The Staff of Isabella Citizens for Health Family Practice
and Isabella Citizens for Health Pediatrics

Packet Includes:

- Welcome Letter
- Appointment Checklist
- New Patient Paperwork
- Practice Brochure (on our website or brochure enclosed)
- Patient Portal Quick Reference Information Sheet
- Sliding Fee Discount Program Information Card

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