



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 or loved ones 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.

ICH offers interpretation and translation services for foreign languages and limited English speakers.

Servicios de interpretación y traducción para idiomas extranjeros y personas de habla inglesa limitada.

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 ensure 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 loved ones (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.
- Transportation Assistance
- Case Management to help with extended care needs, follow-up exams and education;
- An Enrollment Specialist to assist you with accessing care, affordable care, insurance assistance or enrollment.
- Same-Day appointments for acute illness conditions; and
- Sliding Fee Discount Program for medical, behavioral health, pharmaceutical services eligible patients.
- Translation services



How You Can Help

- Ask your primary care provider and team any questions you have.
- Keep in touch with your team, as questions arise about your health.
- Take care of your health by following the plan recommended by your team.
- Stay up-to-date with wellness exams and immunizations.
- Complete our patient satisfaction survey to let us know how we're doing and how we can improve.

Additional Information:

- **After-hours:** Contact 989-779-5270. As your Patient-Centered Medical Home (PCMH) we are available after hours in urgent situations. If you are connected to one of our pediatric providers through our after-hours answering service, our providers may relay to you: If your child should be seen at the Center the next day, if your child should go to the ER and/or if there are things you can do at home for your child.

PLEASE NOTE: Requests for prescriptions are generally not appropriate for the after-hours answering service.

Fuera del horario de atención: Contacto 989-779-5270. Como su Hogar Médico Centrado en el Paciente (PCMH) estamos disponibles después del horario de atención en situaciones urgentes. Si está conectado con uno de nuestros proveedores pediátricos a través de nuestro servicio de respuesta fuera del horario de atención, nuestros proveedores pueden transmitirle: Si su hijo debe ser visto en el Centro al día siguiente, si su hijo debe ir a la sala de emergencias y / o si hay cosas que puede hacer en casa por su hijo.

TENGA EN CUENTA: Las solicitudes de recetas generalmente no son apropiadas para el servicio de respuesta fuera del horario de atención.

- **Same-day/next-day Appointments:** As a pediatric patient of Isabella Citizens for Health, Inc., you have access to same-day/next-day appointments. Call 989-779-5279 to make an appointment.
- **Federal Tort Claims Act Deemed HRSA-Funded Health Center:** Isabella Citizens for Health receives Health and Human Services funding and has federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.



Patient forms, information about our services and hours of operation, biographical information about our providers, ability to make a payment on your account, and links to educational resources are posted on our website: www.isabellahealth.org. **Note:** New Patient Portal coming soon.

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 & Pediatrics