



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 for Spanish-speaking patients - 1-989-756-0297.
Servicios de traducción para pacientes de habla hispana - 1-989-756-0297.



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.
- Schedule a complete physical exam once a year.
- Complete our patient satisfaction survey to let us know how we're doing and how we can improve.

Additional Information:

- **Afterhours:** If it is a life-threatening emergency, report to your nearest emergency room. ICH offers an afterhours answering service for questions or medical concerns. Patients may call the Center at **989-953-5320** and select the option to be connected to the **24/7 answering service**. Only in an urgent situation will the answering service contact your Health Center Provider.
Afterhours: Si se trata de una emergencia potencialmente mortal, informe a la sala de emergencias más cercana. ICH ofrece un servicio de respuesta fuera de horario para preguntas o inquietudes médicas. Los pacientes pueden llamar al Centro al 989-953-5320 y seleccionar la opción para conectarse al servicio de respuesta 24/7. Solo en una situación urgente el servicio de respuesta se comunicará con su proveedor del centro de salud.
- **Walk-In Appointments:** As a patient of Isabella Citizens for Health, Inc., you have access to walk-in appointments. Hours of operations for walk-in appointments are Monday-Thursday 8:30am- 11:00am then 1:30pm-3:00pm, and Fridays 8:30am-11:00am.
- **Advance Directive:** We have Advance Directive forms that will designate a patient advocate and give directions for healthcare. This includes plans for emergency and end of the life care. If you would like a copy, please ask our office staff. This can be completed with family, friends, or your attorney. Once completed, please submit a copy to the Center to be included in your medical records. If you already have an Advanced Directive, please bring us a copy.
- **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.



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

Patient forms, information about our services and hours of operation, 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 & 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
- Patient Centered Medical Home (PCMH)