



# Memorial Healthcare

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.

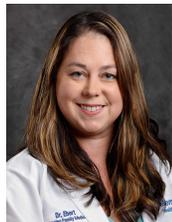
**Memorial Urgent Care | Durand**  
9099 Lansing Road, Suite B  
989-288-0400 | 7 Days a Week  
10:00 am - 8:00 pm

**Memorial Urgent Care | Owosso**  
*(Reopening August 2, 2021)*  
239 N. State Road | 989-720-5400  
7 Days a Week | 10:00 am - 8:00 pm

**Memorial Healthcare Emergency Dept.**  
826 W. King Street | Owosso  
Open 24 Hours a Day, 7 Days a Week

## Our Mission:

*"To promote health and wellness through quality compassionate healthcare with a commitment to service excellence, teamwork, and innovation."*



Carolyn Ebert, MD



Thomas Teal, MD



Marcus Feldpausch, PA-C



Kimberly Wegscheid, NP

## Memorial Healthcare Family Medicine

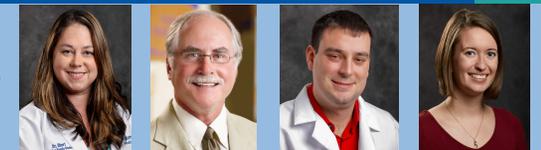
300 S. Chapman  
Chesaning, Michigan 48616

Phone: 989.845.7644  
Fax: 989.845.4710



## PATIENT-CENTERED MEDICAL HOME

Right for our office. Right for you.



Carolyn Ebert, MD  
Thomas Teal, MD  
Marcus Feldpausch, PA-C  
Kimberly Wegscheid, NP

## WHAT ARE YOUR OPTIONS ?

Memorial Medical Associates  
(MMA)... Helping you make the right choices.



**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 a total health care program.**

## HELPING YOU MAKE THE

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 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
- Ask other doctors to send us a report about your care when you see them
- Seek our advice before you see other physicians. We may be able to care for you, and we know about the strengths of various specialists
- 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, Tuesday  
Thursday:  
7:30 AM - 6:00 PM

Wednesday:  
7:30 AM - 5:30 PM

Friday:  
7:30 AM - 5:00 PM

### 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 Urgent Care will communicate your visit with our office.

### INSURANCE PARTICIPATION

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

### 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](http://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.

## RIGHT CHOICES.

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 – our patients are aware of how we are sharing their information, through our notice of privacy policies, with other providers to coordinate their care.
- Provide care given by a team of people 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

**989.845.7644**

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

As we build your Medical Home, 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.