

# Welcome to Family First Health Care

## Your Patient-Centered Medical Home!

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

### You may notice that:

- We ask what your goal is, 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
- The care team members are doing more and/or different parts of the care
- We remind you when tests are due so that you can receive the best quality care
- We may ask you to have blood tests done before your visit so that 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
- 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
- Keep your appointments as scheduled, or call and let us know when you cannot
- Give us feedback so we can improve our services (We may survey you in the future to understand this better.)

### 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, sex, age, disability, etc.
- Give care that meets your needs and fits with your goals and values
- Have a doctor on call 24 hours a day and 7 days a week
- Take care of short illness, long term disease and give advice to help you stay healthy
- To improve your care, we are using technology-like our Electronic Health Record and we will strive to continuously improve

### AVAILABLE COMMUNITY SERVICES

Police/Fire/EMS 911  
Poison Control (800) 222-1222  
Blue Water Safe Horizons - Crisis Line (810) 985-5538  
Child /Adult Protective Services (855) 444-3911  
National Suicide Hotline (800) 273-8255  
St. Clair County Community Action Agency (810) 982-7233  
Port Huron Community Action Agency (810) 982-8541

A LISTING OF THE AREA RESOURCES CAN ALSO BE FOUND ON THIS WEBSITE: <http://www.stclaircounty.org>

PLEASE ASK OUR STAFF FOR INFORMATION PERTAINING TO YOUR SPECIFIC NEEDS.

A Patient-Centered Medical Home (PCMH) 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.

### URGENT CARE

We strive to accommodate patients who need more urgent care. Please call us to see if we can see you or guide your care. Often, we might guide you to care that serves you well. Emergency care is safer if we can guide the Emergency Department about your health situation. Family First Health Care and MedExpress work together to facilitate coordination of care.

### MedExpress Urgent Care

3550 Pine Grove Ave  
Port Huron, MI 48060  
(810) 989-2530  
Hours: 8:00am-8:00pm Daily

### LAB TEST RESULTS

We strive to get test results to patients. If you have not received a call or a card in the mail within 14 days, please call the office for your results.

### PATIENT PORTAL

Gain access to our secure server for your personal health record from any computer or smartphone! With Patient Portal, you will have access to: Appointments, Lab/Test Results, Medication Refill Requests, Medical Records, Educational Materials, Messenger, Health Reminders, View & Pay Billing Statements, Demographic Information, Referral Requests. Simply sign up by providing us with a personal (non-work) e-mail address. PATIENT PORTAL IS NOT INTENDED FOR USE IN EMERGENCIES.

### Comprehensive Quality of Care

Please be aware, in the course of providing your care, your health care information may be shared among other Providers involved in your care, as appropriate.

### PRACTICE HOURS

Yale Office  
7470 Brockway Rd  
Yale, MI 48097  
810-387-9355

Lexington Office  
5730 Main Street  
Lexington, MI 48450  
810-696-2088

Emergency After Hours:  
810-989-0946

Emergency After Hours:  
810-989-3016

Monday 8 am – 5 pm  
Tuesday 8 am – 6 pm  
Wednesday 8 am – 6 pm  
Thursday 8 am – 6 pm  
Friday 8 am – 5 pm  
\*Saturday 8 am – 1 pm  
\*Occasional (Please call ahead)

Monday 8 am – 6 pm  
Tuesday 8 am – 6 pm  
Wednesday 8 am – 5 pm  
Thursday 8 am – 6 pm  
Friday 8 am – 5 pm  
\*Saturday 9 am – 1 pm

[www.familyfirstthehealthcare.net](http://www.familyfirstthehealthcare.net)

Scott McPhilimy, D.O.