



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.

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
- Written copies of care plans may be given in more complex illnesses
- 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
- 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 the plan
- 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.)
- Request information on community services relating to my health needs

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.
- Respect your privacy-your medical information will not be shared with anyone unless you give us permission or it is required by law
- Provide care given by a team of people led 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 illness, long term disease and give advice to help you stay healthy
- Tell you about your health and illnesses in a way you can understand
- Improve your care by using technology like our Electronic Health Record. We will strive to continuously improve the technology we use.
- Provide you with community resource information.

URGENT CARE

We strive to accommodate patients who need more urgent care. Please call us during office hours to see if we can see you in our office or allow us to help facilitate coordination of care to a facility that serves you well. If you are in need of emergency care, please go to the nearest emergency room. If after office hours your need is of non-emergent nature, please call (734) 240-8400 or go to an urgent care facility.

Monroe Urgent Care

337 Stewart Road
Monroe, MI 48162
(734) 243-3200
Hours: 9:00am-9:00pm Daily

TEST RESULTS

We strive to get abnormal test results to patients as soon as possible. Please feel welcome to call for result a week after test was performed. Knowing which lab and facility participates with your insurance contract is the responsibility of the patient.

INSURANCE PARTICIPATION

We participate with many health plans. Knowing your insurance contract benefits is the responsibility of the patient. Please contact your insurance company with any questions regarding your insurance benefits including specialists or facilities you are authorized to receive services from.

OFFICE HOURS

Monday through Friday: 8:00 AM until 5:00 PM
Closed from Noon to 1:00 PM for Lunch
Some Saturdays: 8:00 AM until Noon

COMPEAN FAMILY MEDICINE, PLLC

J. Ricardo Compean, MD

327 Stewart Road
Monroe, MI 48162

Phone: (734) 384-3660

Fax: (734) 384-3661

After Hours: (734) 240-8400