**4977 Skyview Court**

 **Traverse City, MI 49684**

 **231-486-5516 (Phone)**

 **231-421-1439 (Fax)**

 [**www.traversebayim.com**](http://www.traversebayim.com)

**Office Hours**

**Monday-Friday 8 am-4:30 pm**

 ***(Closed 12:30-1:30 for lunch)***

**\**Additional appointment times available upon request***

**After-Hour Availability**

* **If you feel you have a medical emergency, immediately call 911!**
* **For all other after-hour needs, please call the Munson Medical Center operator @ 231-935-5000**

**Ask the operator to page the physician on-call for Traverse Bay Internal Medicine. The physician will return your call and guide you to an appropriate level of care**

**Urgent Care Resources**

**Please call us first to see if we can address your urgent care needs. If not, the following resources are available**

 **Munson Community Health Center**

 **Urgent Care: 231-935-8686**

 **Mon-Sun: 7 am-10 pm**

 550 Munson Ave

 Traverse City, MI

 **The Walk-In Clinic: 231-929-1234**

 **Mon-Fri: 9 am – 7 pm**

 **Sat: 9 am – 5 pm**

 **Sun: 12 pm – 5 pm**

 3074 N US 31 South

 Traverse City

**Your health and wellness are our top priority, and the person with the most influence on your health is YOU! Our goal is to deliver quality healthcare, and your participation important!**

**That’s why the physicians and staff at Traverse Bay Internal Medicine follow the guidelines for the Patient-Centered Medical Home and invite YOU to partner with YOUR healthcare team!**

**What is Patient-Centered Medical Home (PCMH)?**

* **It is a trusting partnership between a physician-led healthcare team and an informed patient.**

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* **It includes an agreement between the physician and patient that acknowledges the roles and responsibilities of each in the patient’s total health care program**
* **The physician’s office serves as the medical “Home Base” for the coordination of all of the patient’s healthcare needs**

 **Rx**

 **Care**

**Preventive Management**

**Care**

**Acute and Medical**

**Chronic Care Records**

 **TBIM**

**Other Palliative**

**Transitions and**

**of Care Hospice**

 **Care**

 **Urgent, Emergent**

 **and Hospital Care**

**PCMH Partnership Responsibilities**

**As members of your clinical healthcare team, the physicians and staff of Traverse Bay Internal Medicine will:**

* **Respect you as an individual: We will discuss your health goals, listen to your ideas, answer your questions and address your concerns to the best of our ability**
* **Protect your privacy: Your medical information will not be shared unless you give permission or it is required by law**
* **Be accessible: One of our physicians is on-call 24/7, and your calls will be answered promptly**
* **Deliver, quality medical care that is consistent with your individual needs, values and goals**
* **Coordinate your care with qualified specialist physicians, facilities, and community service organizations, when applicable**
* **Communicate with you: We will always notify you of lab/test results and will try to help you understand your health issues by giving you information you can understand**

 **As the patient/partner, you should:**

* **Become engaged in your healthcare: Read patient education materials, ask questions, and follow the care plan agreed upon**
* **Keep your appointments and don’t be a stranger: Plan to see your physician for an annual physical exam, call 24 hours in advance to cancel any appointment, and reschedule missed visits in a timely manner**
* **Know your medications: Always bring a current medication list with you and request refills in a timely manner**
* **Bring your insurance card with you to every visit!**
* **Keep us informed: Tell us about the other physicians you see and any medical services you receive at other facilities**
* **Communicate with us: Use the Patient Portal often to ask questions, view lab/test results, and request prescription refills and appointments**