

Welcome to our Practice

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
- 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**
- **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
- 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.)

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
- To improve your care we are using technology-like our Electronic Health Record and we will strive to continuously improve

AVAILABLE COMMUNITY SERVICES

NEED HELP? 2-1-1 is now available in Wayne County!

Dial 211 from any phone and you will be connected with a referral hotline that can connect you with non-profit agencies in the area that can help with Human, Health and Social Needs (utilities, housing, health insurance, food, diapers, ETC.)

A listing of the area resources can also be found on this website:

<http://www.referweb.net/uwjc/>

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 our office first to determine if we can see you or guide your care. We will direct you to the care that serves you well. Emergency care is safer if we can inform the Emergency Department about your health situation.

Livonia Urgent Care

37595 Seven Mile Rd.

Livonia, MI 48154

(734)-542-6100

Hours: 8:00am-10:00pm Daily-365 Days A Year

Physicians Answering Service

(877)-841-7695

LAB TEST RESULTS

Please try to use laboratories and other test facilities we use regularly to ensure better communication. We strive to get test results to patients. If you have not received a call, a message on your portal account, or a letter in the mail within 14 days, please call the office for your results.

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

Monday: 7:30am – 6:00pm

Tuesday: 7:30am – 5:00pm

Wednesday: 7:30am – 7:00pm

Thursday: 7:30am – 5:00pm

Friday: 7:30am - 5:00pm

Saturday: 7:30am – 12:00pm

Western Wayne Physicians, P.L.C.

Dr. Tamara Schmidt and Dr. Susan Stevens

37650 Professional Center Drive Suite1000

Livonia, MI 48154

Phone: (734)-462-0090

Website: westernwaynephysicians.com