

TRAVERSE HEALTH CLINIC

1719 S. Garfield Avenue
Traverse City, MI 49686
Phone: (231) 935 - 0799
Fax: (231) 935 - 0962

TraverseHealthClinic.org

PRACTICE HOURS

Monday - Thursday: 8AM - 7PM
Friday: 8AM - 4PM

NURSING STAFF AVAILABLE

Monday - Friday: 8AM - 5PM

AFTER HOURS CARE CALL 1-877-673-0237

- IN A LIFE-THREATENING EMERGENCY, CALL 911 -

IF WE ARE CLOSED, PLEASE VISIT:

MUNSON URGENT CARE

At Foster Family Community Health Center

550 Munson Avenue
Traverse City, MI 49686
(231) 935 - 8686

HOURS: 9 AM - 8 PM • 7 DAYS A WEEK

MUNSON URGET CARE WEST

3074 N. US 31 South
Traverse City, MI 49684
(231) 929 - 1234

**HOURS: MON-FRI 9 AM - 7 PM
SAT 9 AM - 5 PM
SUN 12 PM - 5 PM**



TRAVERSE HEALTH CLINIC

Your Path to Health & Wellness



NOTICE TO PATIENTS:

Traverse Health Clinic receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

Under federal law relating to the operation of health centers, the Federal Tort Claims Act (FTCA) provides the exclusive remedy for damage from personal injury, including death, resulting from the performance of medical, surgical, dental, or related functions within the scope of deemed employment by any volunteer of a deemed health center who the Department of Health and Human Services has deemed to be an employee of the Public Health Service (See Public Health Service Act subsection 224(1), codified at 42 U.S.C. § 223(q).

WELCOME TO TRAVERSE HEALTH CLINIC!

We are pleased you chose Traverse Health Clinic! We look forward to being a great partner in your care. We promise to do everything we can to provide the best experience for you and your family.



WE ARE A PATIENT-CENTERED MEDICAL HOME

A Patient-Centered Medical Home (PCMH) is a trusting partnership between your health care team and you as an informed patient. We will work together to manage your health care needs. In this relationship, we all must know what role we each play in your health care.

As part of our PCMH orientation, we will ask you to agree with what we will do as your Medical Home health care provider. We will also ask that you agree to follow policies of the health center. If you don't understand something, please let us know.

We are here for you. At Traverse Health Clinic, our goal is always to provide excellent care for you and your family!

WELCOME TO YOUR MEDICAL HOME!

AS YOUR MEDICAL HOME, WE WILL:

- Provide you with a care team who will get to know you and your family
- Listen to you and talk about your concerns
- Treat your primary care needs in a way that fits with your values
- Discuss your goals and how you would like to become healthier
- Talk with you about your health and illnesses in a way you can understand
- Take care of you when you're healthy or sick
- Quickly answer your calls, questions and concerns
- Remind you about vaccines and tests, and give you test results as soon as possible
- Help coordinate care with specialists, when needed
- Provide you with access to a counselor, if needed
- Help you find community resources that may help you to achieve your best possible health
- Provide other health resources on our website
- Respect you and not judge you based on race, religion, sex, age, disability, etc.
- Respect the privacy of your medical information which will not be shared with anyone unless you give us permission or it is required by law
- Have a provider on call 24 hours a day and 7 days per week

MY
PORTAL

This is a **FREE**, online service that gives you secure access to some of your medical history. You can even use it to request medication refills! Ask us today about signing up & how to use the **FREE** mobile app called Healow!



YOUR PCP AT TRAVERSE HEALTH CLINIC

At Traverse Health Clinic we talk about your "Primary Care Provider" or your "PCP" rather than your "doctor". As a patient here, your Primary Care Provider may be either a physician or a nurse practitioner.

Nurse practitioners are expert health care professionals who have completed advanced education – either a master's or a doctoral degree – and training to prepare them to practice in a clinical setting. They undergo rigorous certification and are licensed by the State of Michigan.

All our providers are skilled clinicians with expertise in diagnosing and treating health conditions who also emphasize disease prevention and health management. No matter who you have as your Primary Care Provider here, you'll get high quality care and a relationship with a health care professional you can trust.

INSURANCE AND PAYMENT OPTIONS

We make healthcare accessible to every person in your family. We accept Healthy Michigan, Medicaid, Medicare, private insurance, and no insurance. If you are uninsured, we have a sliding fee scale and can help you find an insurance plan that is right for you.

We offer a 20% discount for payment in full on the day of service for our private pay patients. It is important you know your insurance plan and what it covers. You will be asked to pay your bill the day we see you. If you can't, we can help you with a payment plan...just let us know.

PRESCRIPTION REFILLS

We need 3-5 business days for prescription refills, so call us before you run out. Check with your pharmacy for a pickup time.

REFILLS:
3 - 5
BUSINESS
DAYS

AS YOUR MEDICAL HOME, WE TRUST YOU TO:

- Follow the plan for your care that we have agreed upon as best you can
- Tell us about all medications, over the counter medicines and supplements you are taking
- Let us know when you see other health care providers and ask them to send us a report about the care they provided you
- Keep your appointments – if you have to cancel, please call at least one business day before your appointment
- Call if you do not receive your test results within 2 weeks of the test
- Use the after-hours line only for issues that can't wait until the next work day
- Call us first for urgent medical needs during normal business hours so we can help you decide whether you need to go to the ER or if we can help you at our office
- Give us feedback to help us improve our services

**AS AN ESTABLISHED PATIENT, YOU CAN
SCHEDULE YOUR CHECK-UPS ONLINE!
SCAN THE CODE FOR OUR SCHEDULING SITE**

