



WEST
MICHIGAN
FAMILY
HEALTH

THE PATIENT-PHYSICIAN PARTNERSHIP

WELCOME TO WMFH!

As a primary care practice, our patients and their families receive patient-centered, comprehensive, coordinated medical care, regardless of age, gender, race or sexual orientation.

Our strive to establish a Patient-Physician Partnership with every patient by providing a supportive environment that encourages open communications and creates trust. By offering a variety of services we empower our patients to actively participate in the process of improving their health and maintaining wellness. As your Medical Home, we provide accessible, high-quality care for acute and chronic health conditions as well as support services to help you prevent illness and maintain wellness. We invite you to choose WMFH as your Medical Home!

Our Mission:

To establish and maintain meaningful partnerships between patients and our providers and staff to: provide high quality medical care in a safe environment, achieve positive outcomes, enhance the patient experience, and improve patients' quality of life.

Our goals:

- Provide patients with a knowledgeable, accessible, and compassionate team of patient centered healthcare professionals.
- Provide information in a timely manner and in a way that patients can understand.
- Protect personal health information in accordance with federal and state rules and regulations.
- Provide 24-hour access to medical care and same day appointments, whenever possible.
- Assist patients with referrals to qualified professionals and/or other resources, if needed.
- Ensure patients receive clear communications about labs/tests that are reviewed or ordered, treatment goals/ plans and any other information discussed during the appointment.

Patient-Physician Relationship Responsibilities:

The providers and staff strive to fulfill the Practice's Mission and Goals as set forth above.

We ask our patients to:

- Call our office *first* for **all** medical issues, other than life threatening emergencies. We offer same day/urgent appointments, if appropriate or we will refer to other urgent care or other medical specialists. This can prevent unnecessary tests, exams, treatments and costs to you.
- Be honest about your history, symptoms, and other important information about your health.
- Ask questions, share your feelings and be part of your care
- Try to follow a healthy lifestyle and be involved in understanding and managing your health care. Let us know if you are unable to follow the advice of your health care team.
- Keep scheduled appointments. If you must reschedule, do so at least 1 business day prior so we may offer that time to another patient.
- Make sure you have a clear understanding of what your provider discussed with you during your visit, such as labs/tests reviewed or ordered, treatment goals/plans, etc.
- Notify us if you receive any type of medical care outside our office since your last visit.

Business Hours: Mon-Fri 8:00 am-3:30 pm (closed 12:30 -1:30 pm)
(P)616-455-4114 (F)616-455-4454
Answering Service (after-hour emergencies only): 616-391-9903