



**FAMILYHEALTH**  
center

# WELCOME HOME!

YOUR PATIENT-CENTERED  
MEDICAL HOME



# A PARTNERSHIP CENTERED ON YOU

## WHAT IS A MEDICAL HOME?

**As your patient-centered medical home, Family Health Center provides quality care with dignity, respect and a welcoming spirit. We strive to be the first place you turn to get your health care needs met and your questions answered. Patient-centered means YOU are the focus of all we do.**

*Family Health Center holds Patient-Centered Medical Home Level III accreditation from the National Committee for Quality Assurance.*

## HOW DOES A MEDICAL HOME WORK?

We're available 24 hours a day, 7 days a week, to make sure you get the care you need. If you need an appointment, just call (269) 349-2641 to schedule one – even for the same day.

- 👁️ We know you and your health history.
- 👁️ We make sure you understand your condition(s) and treatment.
- 👁️ We help you coordinate your care across multiple providers.
- 👁️ We help you transfer records from or to other providers.
- 👁️ We provide information about obtaining health insurance.
- 👁️ We provide equal access to all patients regardless of their ability to pay.

## WHAT CAN I EXPECT FROM MY CARE TEAM

You can count on your care team getting to know you, your family, your life situation and your preferences. The team will treat you as a full partner, communicating with you, answering your questions and providing the information you need.

### YOUR CARE TEAM'S ROLE

- 🕒 Explain medical care and medications so you understand.
- 🕒 Listen to your feelings and answer your health questions.
- 🕒 Coordinate your care with specialists, hospitals, behavioral health and other community resources.
- 🕒 Handle phone calls and urgent questions.
- 🕒 Assist with routine prescription refills, following FHC protocols.
- 🕒 Give you information on FHC's evidence-based care, patient/family education and self-management support.
- 🕒 Work with you and your family to establish goals to meet your health needs.

### YOUR ROLE

- 🕒 Participate as a full partner in your care.
- 🕒 Provide your complete medical history, including care you received elsewhere.
- 🕒 Ask questions and make sure you understand your treatment plan.
- 🕒 Provide your insurance information.
- 🕒 If you don't have private coverage or Medicare/Medicaid, ask us to help you sign up.
- 🕒 Follow your treatment plan, including taking your medications.
- 🕒 Tell your care team if you are having any problems with your treatment plan.

## WHAT HEALTH CARE SERVICES ARE AVAILABLE?

### Medical Care

Family Practice

Pediatrics

Internal Medicine

Mobile Health Clinic at Schools

Obstetrics/Gynecology

Immediate Care

Specialty Care

Pain Review & Referral

Laboratory Tests & Screenings

### Dental Care

Behavioral & Mental Health Care

Medical Social Work

Substance Use Disorder/

Medical-Assisted Treatment

Physical & Occupational Therapy

Women Infants & Children (WIC) &

Nutrition Counseling

Pharmacy & Emergency Prescription Assistance



## HOW DO I ACCESS MY PATIENT INFORMATION?

A member of your care team can provide the records you need. You can also view and print your previous medical encounters, current medication lists and request an appointment online through a secure Patient appointment by phone or in person, Portal website. Information and sign-up is available at any FHC front desk.

## HOW DO I MAKE AN APPOINTMENT?

**OPEN ACCESS:** Walk in and see a provider, 8am-10am, Monday through Friday, first come/first served (*Paterson campus only*).

**SAME-DAY SCHEDULING:** Phone lines open at 7:45am to schedule an appointment, or you can walk-in and schedule an appointment beginning at 7:30am, Monday-Friday, first come/first served. (269) 349-2641.

**URGENT CARE:** The Paterson campus holds immediate-care hours, 6pm-8pm, Monday through Thursday and 9am-1pm, Saturday. Just walk in to see a provider. This is for immediate health issues only, not for routine care, chronic conditions, regular medication refills or paperwork.

**BEHAVIORAL HEALTH, DENTAL, PHYSICAL/OCCUPATIONAL THERAPY:** Schedule through your FHC provider.

**AFTER HOURS:** Call (269) 349-2641.

### **For all appointments, be sure to bring:**

Photo ID and insurance cards  
Bottles of every current prescription medicine, over-the-counter medicine, vitamins and supplements.

## LOCATIONS

**MAIN:** 117 Paterson St., Kalamazoo  
**HOURS:** Mon-Thu 8am-8pm  
Fri 8am-6pm  
Sat 9am-1pm

**ALCOTT:** 505 East Alcott St., Kalamazoo  
**HOURS:** Mon-Thu 8am-8pm  
Fri 8am-6pm  
Dental: Mon-Sat 7am-8pm  
Walk-ins accepted 7am-8pm

**BURDICK:** 1308 N. Burdick St., Kalamazoo  
**HOURS:** Dental: Mon-Thu 8am-6pm  
Walk-ins accepted 8am-4pm

**CENTRE:** 325 E. Centre Ave., Portage  
**HOURS:** Mon & Wed 8am-6pm  
Dental: Tue-Fri 8am-7pm  
Walk-ins accepted 8am-3pm

**MOBILE HEALTH & DENTAL UNITS:**  
Serving Kalamazoo Public Schools.  
Contact your Communities In Schools representative.

*Hours may be subject to change.*

*Check our website at [www.fhckzoo.com](http://www.fhckzoo.com)*

## OUR MISSION

To ensure that all members of the community have access to quality, comprehensive, patient-centered health care.

## CONTACT US

Main (269) 349-2641  
Pharmacy (269) 488-0835  
After-hours emergency (269) 349-2641

Website: [www.fhckzoo.com](http://www.fhckzoo.com)



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*FHC constantly evaluates its services and makes changes to serve our patients better. Check our website for the latest updates, [www.fhckzoo.com](http://www.fhckzoo.com).*