

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.

As part of our Patient-Centered Medical Home (PCMH) orientation, we will ask you to acknowledge your agreement to the enclosed and we will acknowledge our agreement to you. Our goal has been to provide excellent care for you.

We will make every attempt to accommodate patients who are in need of urgent care. Please call us first to see if we can address your urgent care needs.

If we cannot, the following resources are available.

Urgent Care Hours:

Munson Community Health Center

Urgent Care: (231) 935-8686

550 Munson Avenue, Traverse City

Open 7 days/week: 7 am – 10 pm

Walk-In Clinic: (231) 929-1234

3074 N US 31 South, Traverse City

Mon-Fri: 9:00am – 7:00pm

Sat: 9:00am- 5:00pm

Sun: 12pm – 5pm

Community resource information:

Bay Area Family Care can be your link to achieving the best possible health.

We can support you in finding available community resources in our area.

Please ask your provider for more information.



Welcome to Our Practice Bay Area Family Care

906 Business Park Dr.
Traverse City, MI 49686

Patrick, Friedli, MD
Joanna Heindl, DO
Susan Lehman, MD
Abbigale Wilson, MD
Thomas Yax, MD

Phone: (231) - 935- 8750

Fax: (231) - 935- 8749

Web site: www.bayareafamilycare.com

Practice Hours:

Monday – Friday 8:00 A.M. – 5:00 P.M.

Tuesday 8:00 A.M. – 8:00 P.M.

Phone Hours:

Monday – Friday 8:00 A.M. – 4:30 P.M.

After hour availability:

Call Munson Medical Center: (231)-935-5000

Ask the operator to page the provider on call for Bay Area Family Care. The provider will return your call to guide you to an appropriate level of care.

Urgent Care location and availability on back of brochure.

Emergency: Call 911

Welcome to your Medical Home

Your health and wellness are a top concern of our office. To give you the best care, doctors and patients must work together. This idea is called the Patient Centered Medical Home. We will work with you to manage your health care needs.

As your Medical Home, we will:

- Take care of short term illness and long term chronic diseases
- Discuss your goals and how you would like to improve your health
- Listen to you and address your concerns
- Help you stay healthy by giving you easy to understand information
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for your urgent needs
- Remind you when vaccines and tests are due
- Notify you of test results in a timely manner
- Help coordinate care with specialty doctors if needed

As your Medical Home, we trust you to:

- Follow the care plan that is agreed upon as best you can
- Tell us about all medications and over the counter supplements you are taking
- Let us know when you see other health care providers and ask them to send us a report about your care
- Keep your appointments or call to reschedule or cancel
- Call if you do not receive your test results within 2 weeks
- Use the after-hours line only for issues that can't wait until the next work day
- Call the office before going to the Emergency Room if possible, so someone who knows your history can care for you
- Learn about your insurance so you know what it covers, or work with us to help develop a payment plan
- Pay your share of the visit fee when you are seen in the office
- Give us feedback to help us improve our services

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

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 per week
- Tell you about your health and illnesses in a way you can understand
- To improve your care we are using technology like our Electronic Health Record and we will strive to continuously improve.