

# BIOLOGICAL PSYCHIATRY CENTER, P.C.

## The Patient-Provider Partnership - Specialists Agreement (Patient Copy)

At Biological Psychiatry Center, P.C., we strive to create a welcoming and supportive atmosphere where you feel heard, respected, and comfortable throughout your healthcare experience. We are committed to providing compassionate care in a positive and friendly environment. The health and wellness of our patients is a top concern of this office. Providing the best possible specialty care to every patient is our primary goal. Your care will be coordinated with your Primary Care Physician. Below are some guidelines to make the best of this partnership.

### As our patient, your responsibilities are to:

- Promote positive behavior by being respectful and kind to other patients and staff. Any negative behaviors are not acceptable and will be addressed accordingly.
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Participate, by attending all scheduled appointments and commit to the treatment plan that has been developed for you
- Follow through with recommended testing and contact our office if you are unable to get these tests completed
- Be sure you understand the treatment plan, if not ask questions
- Tell us immediately if you are unable to follow your recommended treatment plan so we can modify it for you to receive the best results possible
- Be honest about your history, symptoms and other important information about your health
- Tell your psychiatrist or therapist any changes in your health and wellbeing
- Follow up with your Primary Care Provider for overall healthcare needs
- Provide us with your e-mail address so we can provide patient education regarding medications and diagnosis through portal

### As your provider office, our responsibilities are to:

- Promote positive behavior by being respectful and kind to BPC, PC patients. Any negative behavior will not be tolerated and will be addressed accordingly by administration.
- Schedule your appointment as soon as possible
- Communicate regularly with your Primary Care Provider to make sure we coordinate your care
- Consider all your needs when we work with you to develop a treatment plan related to the reason for your referral
- Provide 24-hour access to medical care and same day appointments, whenever possible.
- Provide instructions on how to meet your health care needs when the office is not open – Urgent Cares listed below
- Provide information to help you learn how to self-manage your condition and assist with establishing goals for this condition.
- Provide you with clear directions about medicines and other treatment options
- When necessary, direct and coordinate your care through referrals to appropriate community resources
- End every visit with clear instructions about your diagnosis, expectations, treatment goals and future plans

### Office hours:

Monday - Thursday 8:30am to 7pm / Fri 8:30am to 5pm

### Office closed the following Holidays:

New Year's Eve & Day\*; Memorial Day; July 4<sup>th</sup>; Labor Day; Thanksgiving Day & Friday; Christmas Eve & Day\*

\*Additional days may be affected, please call to verify office hours

For after-hours medical care, please proceed to the following Urgent Care Centers or Emergency Rooms.

### URGENT CARE: (Hours: 8am to 8pm Daily)

**MyHealth Urgent Care – St. Clair Shores:** 25515 Harper, St. Clair Shores, MI 48081

**Phone:** 586-435-0160

**MyHealth Urgent Care – Macomb Twp:** 18200 23 Mile Road Macomb Twp., MI 48044

**Phone:** 586-992-5500

### EMERGENCY ROOMS: (Hours: 24 hours / 7 days per week)

**Henry Ford St. John Hospital – Detroit:** 22101 Moross Road Detroit, MI 48236

**Phone:** 313-343-3400

**Henry Ford St John Hospital – Macomb Twp:** 17700 23 mile Road Macomb Twp., MI 48044

**Phone:** 586-416-7500

**NEED HELP? 2-1-1** is now available. Dial **211** from any phone and you will be connected with a referral hotline that can connect you with non-profit agencies in your area that can help with Human, Health and social needs (i.e., 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>

**Thank you - Biological Psychiatry Center, P. C.**

**Patient Name:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_ **Parent:** \_\_\_\_\_