

The **VIP Patient Experience** with **Patient-Centered Medical Home**

Blue Cross Blue Shield of Michigan's Patient-Centered Medical Home program is the largest of its kind in the country representing 4,700+ primary care physicians across the state.



★ **VIP PATIENT EXPERIENCE** ★



1



MAKE AN APPOINTMENT

online or over the phone. After hours and weekend times may even be available.

DURING YOUR APPOINTMENT

discuss your personal health goals. If you need lab work or other tests, your care team may make the appointments for you.

2



3



LAB AND TEST RESULTS GET SENT TO THE DOCTOR

They follow up with you, keep track of your results and arrange other follow up care if needed. Say you need to see a specialist – they can help arrange, and will connect with the specialist to get results.

4

YOUR PERSONAL CARE TEAM

coordinates your treatment across specialties and different sites of care.



5



YOU'LL GET REMINDERS

when it's time to get follow up tests, vaccines, or just another annual check up.

6



YOU HAVE A PROBLEM AFTER HOURS

no matter the time, you can reach a decision maker. They often can access your records on the spot.

7



NEXT TIME YOU VISIT THE PCMH OFFICE,

they will have all your records and know the other specialists or support care you get, so they know what to look for.

