

Welcome to our Specialty Practice

We are a part of your Patient-Centered Medical Home Neighborhood!

We are partnering with your Primary Care Physician as they build your Medical Home. We are sharing their commitment to effectively and efficiently co-manage your care over-time. As your Specialist, we will be sharing limited or long-term management (depending on the nature and impact) of your condition and provide advice, guidance and periodic follow-up until the crisis or treatment has been stabilized or completed.

You may notice that:

- We will be communicating with your Primary Care Physician (PCP) and will be providing timely written reports on our consultations with you to them.
- We will be notifying your PCP of no-shows, cancellations and other actions that may place your care in jeopardy.
- We will be providing future scheduled appointments and treatment plans.
- We will be notifying your PCP of referrals needed for other Specialties.

We trust you, our patient, to:

- Keep your appointments as scheduled, or call and let us know when you cannot
- Learn about your insurance, so you know what it covers
- Learn about wellness and how to prevent disease
- Seek the advice of your PCP before you see other physicians.
- Follow the care plan that is agreed upon-or let us know why you cannot so that we can try to help, or change the plan
- Tell us what medications you are taking and ask for a refill at your office visit when you need one
- See your PCP on an annual basis for all preventive services

We will continue to:

- Remind you when tests are due so that you can receive the best quality care
- Ask you to have blood tests done before your visit so that the doctor has the results at your visit



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A Patient-Centered Medical Home (PCMH) is a system of care in which a team of health professionals' work together to provide all of your health care needs. You, the patient, are the most important part of a patient-centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

AFTER HOURS CARE

IF YOU HAVE HEALTH CARE NEEDS AFTER-HOURS, PLEASE CONTACT YOUR PRIMARY CARE/FAMILY PHYSICIAN TO GUIDE YOUR CARE TO THE NEAREST URGENT CARE CENTER OR FOR ADVICE PERTAINING TO YOUR HEALTH SITUATION.

TEST RESULTS

PLEASE TRY TO USE LABORATORIES AND OTHER TEST FACILITIES WE USE REGULARLY TO ENSURE BETTER COMMUNICATION. WE STRIVE TO GET TEST RESULTS TO PATIENTS. IF YOU HAVE NOT RECEIVED A CALL OR NOTIFICATION BY MAIL WITHIN 14 DAYS AND/OR DO NOT HAVE A FOLLOW-UP APPOINTMENT, PLEASE CALL THE OFFICE FOR YOUR RESULTS.

AVAILABLE COMMUNITY SERVICES

NEED HELP? 2-1-1 IS NOW AVAILABLE IN GENESEE COUNTY! DIAL 211 FROM ANY PHONE AND YOU WILL BE CONNECTED WITH A REFERRAL HOTLINE THAT CAN CONNECT YOU WITH NON-PROFIT AGENCIES IN THE 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/>

or

PLEASE ASK OUR STAFF FOR INFORMATION PERTAINING TO YOUR SPECIFIC NEEDS.

PATIENT WEB-PORTAL

WE HAVE A PATIENT PORTAL THAT SUPPORTS TWO-WAY, SECURE & COMPLIANT COMMUNICATION. IF YOU WOULD LIKE TO ACCESS YOUR MEDICAL INFORMATION, PLEASE ASK US HOW TO DO SO.

PRACTICE HOURS

Monday – Friday
8am – 5pm