

Our Providers



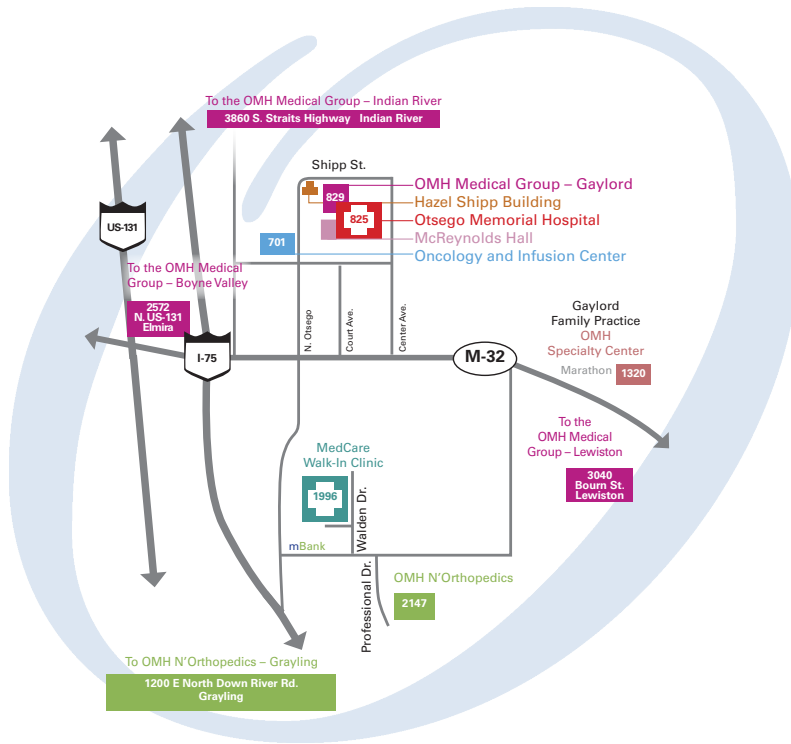
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OMH Pediatrics

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myOMH.org

Phone: (989) 731-7930 • Fax: 731-7948

After office hours, call (989) 731-2100,
and ask for the on-call physician for Pediatrics.

OMH Medical Group Patient Portal

Ask staff about our Patient Portal that will allow you to communicate through secure messaging with our providers, as well as refill prescriptions, request appointments, pay medical bills, and have limited access to your medical records.

After you create your secure login and account, this service is available anytime, anywhere, from any computer with internet access.



About Us

Otsego Memorial Hospital (OMH) is a progressive, independent, fully accredited acute care facility in Gaylord, Michigan, providing a broad range of services to inpatients and outpatients every year. Our affiliated doctors are skilled in more than 60 medical specialties, providing quality care and personal service to thousands annually.

The OMH Medical Group is a multi-specialty group of integrated providers that provide outpatient and inpatient services at OMH with procedures performed in the Hospital, through multiple physician offices affiliated with OMH. RN's, LPN's, medical assistants, and receptionists staff each specialty within the OMH Medical Group, under the leadership of the Director of Operations and Vice President of Physician Services. The OMH Medical Group currently employs physicians, nurse practitioners and certified physician assistants in the following specialties:

- Anticoagulation Therapy
- General Surgery
- Internal Medicine
- Oncology
- Pediatrics
- Family Practice
- Infusion Therapy
- Obstetrics & Gynecology
- Orthopedic Surgery
- Urology

OMH Pediatrics



Patient-Centered Medical Home

Right for our office. Right for you.



What are your options?

Helping you make the right choices.

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.

Patient-Centered Medical Home

Helping you make the right choices.

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 and your child. Our goal has been to provide excellent care for you. We desire to get better and better.

We appreciate the opportunity to provide you and your family with medical services. The information that follows is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practice. If you have any questions, please ask us.

We will:

- Ask what your goal is, or what you want to do to improve your child's health
- Ask you to help us plan your child's care, and to let us know if you think your child can follow the plan
- Create written copies of care plans for more complex illnesses
- Have the care team members doing more and/or different parts of care
- Remind you when tests are due so that your child can receive the best quality care
- Ask you to have blood tests done before your child's visit so that the provider has the results at your visit
- Explore methods to care for your child better; including ways to help you care for your child.

We trust you, as the caregiver, to:

- Tell us what you know about your child's health and illnesses
- Share your needs and concerns
- Take part in planning your child's care
- Follow the care plan that is agreed upon-or let us know why you or your child cannot so that we can try to help, or change the plan
- Tell us what medications your child is taking and ask for a refill at your office visit when you need one
- Let us know when your child sees other providers and what medications they put your child on or change
- Ask other providers to send us a report about your child's care when you see them
- Seek our advice before you take your child to see other providers. We may be able to care for your child and we know about the strengths of various specialists.
- Learn about wellness and how to prevent disease
- Learn about your insurance so you know what it covers
- Respect us as individuals and partners in your child's care
- Keep your appointments as scheduled, or call and let us know when you cannot
- Pay your share of the visit fee when your child is seen in the office
- Give us feedback so we can improve our services (We may survey you in the future to understand this better.)

We will continue to:

- Provide you with a care team who will know you and your family
- Respect you and your child 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 a week
- Take care of short illness, long term disease and give advice to help your child stay healthy
- Tell you about your child's health and illnesses in a way you can understand
- Improve your care using technology-like our Electronic Health Record and we will strive to continuously improve

Insurance Participation

We participate in many health plans. Some health plans are better for preventative care than others; some health plans offer more choices. We review health plans with your interests in mind.

Practice Hours

Monday: 8:00am - 5:00pm
Tuesday: 8:30am - 7:00pm
Wednesday: 8:30am - 7:00pm
Thursday: 8:30am - 7:00pm
Friday: 8:00am - 5:00pm
Saturday: 9:00am - 1:00pm

Ask a receptionist about other available hours. Often, we can guide you to care that best serves your needs.

Walk-in Clinics

OMH MedCare Walk-In Clinic

1996 Walden Drive • Gaylord • (989) 731-4111
Monday - Friday: 7:00am - 7:00pm
Weekends and most holidays: 8:00am - 4:00pm

OMH Medical Group – Boyne Valley

2572 N. US-131 • Elmira • (989) 731-7700
Monday - Friday: 7:00am - 7:00pm
Weekends and most holidays: 8:00am - 4:00pm

OMH Medical Group – Indian River

3860 S. Straits Hwy • Indian River • (800) 920-9580
Monday - Friday: 7:00am - 7:00pm
Saturdays and most holidays: 8:00am - 4:00pm

OMH Medical Group – Lewiston

3040 Bourn Street • Lewiston • (989) 786-4877
Monday - Friday: 8:00am - 6:00pm
Saturdays and most holidays: 8:00am - 12:00pm

Lab & Radiology Test Results

Please try to use OMH laboratories, radiology, and other test facilities we use regularly to ensure better communication. We strive to get test results to patients. Please call if you haven't heard from us a week after tests were done.