

Welcome to Center Road Eye Institute

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

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 PCMH. 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.



We are partnering with your Primary Care Physician (PCP) 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 will notice:

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

We trust you, our patient, to:

- Learn about your insurance, know your coverage including, co-pays and deductibles and prior- authorization or referral requirements for office visits, procedures and prescriptions.
- See your PCP on an annual basis for all preventive services and any other needs before other doctors.
- Keep your scheduled appointments or call the office to let us know you cannot make it.
- Follow the care plan that is agreed upon or when you cannot follow the plan, let us know so we can work with you to create a new, achievable plan.
- Bring your medication list to all appointments –it is also important to know any over the counter medications and/ or supplements you are taking. If you take any eye drops or ocular medication, ask for any refills you need at your visit.

Coordination of Care is important – Please inform all your other Doctors that you are being seen by our office. Please ask the other Doctors to notify us of treatments you receive as other treatment may affect the treatment plan from this office.

We Will continue to:

- Remind you when tests, examinations, procedures or surgery are due so that you can receive the best quality care

Dr. Timothy McNally, D.O. & Dr. John Labaza, O.D.

3364 S. Center Road

Burton, MI 48519

810-743-3937, Fax -810-743-9210

Office Hours:

Monday, Wednesday

8:00 am* – 5pm

Tuesday & Thursday & Friday

T, TH 9am* – 5pm, F- 8:00 am – 3pm

Office closes for lunch 12:15 – 1:15

**Doors open at scheduled office hours (may change without notice) and will see all patients in order of the scheduled appointment times, not first come first served*

AFTER HOURS CARE

IF YOU HAVE AN EMERGENCY HEALTH CARE NEED AFTER-HOURS, PLEASE CALL OUR OFFICE AND SELECT THE EMERGENCY OPTION AND DR. McNALLY WILL RETURN YOUR CALL AS SOON AS POSSIBLE. OR CONTACT YOUR PRIMARY CARE DOCTOR OR GO TO YOUR NEAREST EMERGENCY ROOM TO GUIDE YOUR CARE.

For all other health care issues NOT treated by this office please contact your PCP (Primary Care Physician).

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.

COMMUNITY RESOURCES

NEED HELP? AVAILABLE COMMUNITY SERVICES:

Resources are available: 2-1-1 or findhelp.org

- A listing of the 211 area resources can be found online at www.mi211.org.
- A resources list is also online at www.findhelp.org

Still need help? Please ask our staff for information pertaining to your specific needs.

PATIENT WEB PORTAL

It is **IMPORTANT** to sign up for our Patient Portal that supports two-way, Secure communication. To Access your Medical Information, Please Ask us how! It provides access to Lab results, appointment reminders, etc.....