**Your health care team will:**
- Provide safe and evidence-based quality care
- Lead and coordinate care throughout a patient’s lifetime
- Explain medications, treatments, diseases and diagnostic results so patients understand them.
- Listen to patients, encourage them to share questions and feelings to help them make informed decisions about their care
- Look at all of the patient’s health needs and send them to trusted specialists, if necessary
- Provide 24/7 contact with a CMU Health physician by MyChart or by phone
- Use electronic medical records to coordinate care

**What we ask our patients (and parents/guardians):**
- Take charge of your own health
- Ask questions, share feelings, be part of your care
- Call your doctor first with all medical concerns unless it is a medical emergency
- Be honest and detailed when sharing your health history, symptoms and any changes in your health
- Ask about how you can make healthy decisions to promote wellness and prevent disease
- Prepare for an office visit by telling us about ALL current medications you take, including over-the-counter, vitamins and herbals, and refills you need
- Work with your provider to develop a care plan and follow your care plan
- Let your provider know if you are unable to take medications or follow through with your care plan
- Keep your scheduled appointment
- Provide feedback on how we can better serve you
- Fill out and return the customer service survey when you receive one
- Ask questions if you don’t understand something

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**CMU Health**

1000 Houghton Avenue
Saginaw, MI 48602
&
1575 Concentric Blvd.
Saginaw, MI 48604

**Hours of Operation:**
8:30am-5pm
989-583-6800