

Northville-Novu Family Medicine
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The Patient-Provider Partnership

The health and wellness of our patients is a top concern of this office. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if I, Dr. Dooley, and you, my patient, work together. This concept is called the Patient Centered Medical Home.

Patient Responsibilities:

- Ask questions, share your feelings and be a part of your care
- Be honest about your history, symptoms, and other information about your health
- Tell me about any changes in your health or well-being
- Take all of your medicine and follow your provider's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call your provider first with all problems, unless it is a medical emergency
- End every visit with a clear understanding of your provider's expectations, treatment goals, and future plans

Provider Responsibilities:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to my patients' feelings and questions to help them make decisions about their care
- Keep treatments, discussions, and records private
- Provide 24 hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- To care for you to the best of my abilities based on my understanding of current medical methods available
- Give my patients clear directions about medicine and other treatments
- Send my patients to trusted experts, if needed
- End every visit with clear instructions about expectations, treatment goals, and future plans.

Thank you.

Victoria N. Dooley, MD

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