

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.

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 are getting the care you need.

You may notice:

We will be communicating with your Primary Care Physician (PCP) and will be providing timely written reports on our consultants 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 we can try to help or change the plan.
Tell us what medications you are taking and ask for a refill at your office 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 you can receive the best quality care.
Ask you to have blood tests done before you visit so the doctor has the results at your visit.

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 WHICH 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 WHICH SUPPORTS TWO-WAY, SECURE AND COMPLAINT COMMUNICATION. IF YOU WOULD LIKE TO ACCESS YOUR MEDICAL INFORMATION, PLEASE ASK US HOW TO DO SO.

PRACTICE HOURS *Vary by location*

Essexville office hours: MONDAY-FRIDAY: 8:30AM-4:30PM
SATURDAY: BY APPOINTMENT ONLY



Recovery Pathways, LLC
Janet Heasley, DO
Kristianna Matthewis, MD
William Morrone, DO

Recovery Pathways, LLC

MAIN PHONE: 989-928-3566 * FAX: 989-391-9596

Dear New Patient,

We would like to take this opportunity to welcome you as a patient and to thank you for choosing our practice for your outpatient substance abuse treatment. It is our goal to assist you with taking steps towards your recovery.

Recovery Pathways, LLC is a fully licensed outpatient substance abuse treatment program accredited by Joint Commission. We are also part of the Patient-Centered Medical Home Neighborhood which is a system of care where health professionals work as a team to provide for all your health care needs. You are at the center of this team and we encourage you to take an active role in your health to ensure that you are getting the health care that you need.

Recovery Pathways, LLC provides an individualized outpatient medication assisted treatment programs for various addictions in men and women. We strive to coordinate care with your primary care physician for a focus on total health. Our focus incorporates the use of medication (buprenorphine or Naltrexone) with cognitive behavioral therapy to enable clients to attain better health, return to productive society, improved social interactions, and ultimately, live substance free.

Recovery Pathways, LLC has physicians and therapists specially trained in addiction studies to provide individual and group therapy, didactic sessions, patient education, medication administration and support. Our philosophy recognizes that true recovery is not a replacement pill but is really the work of the individual through their therapy sessions.

Treatment begins with weekly sessions and decreases in frequency as you and your provider feel you have progressed. Urine drug screens are typically done at most visits. Therapy is an expected part of your compliance with your treatment plan as well as on time attendance to all scheduled appointments. Medication is expected to be provided as your physician directs at time of face to face appointment. You may always reach the on call doctor after hours and on weekends by calling 989-928-3566 and connecting to our answering service.

Services can be covered through your private insurance, Mid State Health Network, or sliding fee scale. Payment is expected at time service is rendered and it is your responsibility to understand your private insurance benefits. We will make every attempt to verify your payment responsibility, but advise you to actively participate in this process as well.

Please take the time to read the enclosed literature in the new patient packet for more in depth information. All of this information and more can be found on our website at www.recoverypathwaysllc.com. Please see staff for any other questions as we look forward to participating in your journey towards recovery.

Sincerely,

The Treatment Team
Recovery Pathways, LLC