

Frequently Asked Questions

Q: Who will come and see me/my loved one?

A: We have board certified professionals as our practitioners. Most commonly our practitioners are nurse practitioners & physician assistants.

Q: Are patients seen in the office?

A: No. Our practitioners come to you for convenience.

Q: How do I schedule an appointment?

A: If you/your loved one is in an assisted living or memory care; please let your community's nurse or administrator know you would like to be seen and why. They communicate with the office. If you are in an Independent living please call the office at 810-853-5875.

Q: How often will I be seen?

A: The frequency will depend on your medical condition and changes that occur. On average most patients are seen monthly. If you are prescribed a medication that is a controlled substance the law now requires us to see you every month before refilling any prescriptions that are controlled.

Q: What if I need med refills and the practitioner is not here?

A: If you are in a community and they manage your medications your community nurse or administrator will communicate with the office what you will need. If you manage your own medications, please call the office at 810-853-5875 and let them know the name of the medication & the dose needed. They may also verify what pharmacy you would like that sent to as well.

Q: Will I ever have to go to the hospital? What happens if I do?

A: While our practitioners & your community does their best to prevent that from happening, it may still be necessary for treatment that is unable to be administered at the community level. We ask that community personnel and Patient representatives notify the office when this occurs through fax, email, or phone call. Please let us know what hospital and when. This allows the office to request a copy of the hospital records for the provider to review prior to the follow up after discharge.

Q: Why do I have to complete paperwork?

A: Like any other doctor's office, AMHC is required by law and insurance parameters to obtain certain information prior to treating patients. The more information you give us the better our providers will be able to provide care and diagnose.

Q: What happens if I need lab work or medical equipment?

A: We have a lab we work with to ensure your bloodwork or urine sample is taken in the comfort of your home. We also order Durable Medical Equipment (DME) as necessary through the office and have it delivered to your home. Call the office at 810-853-5875 or ask your provider at the time of visit for an order if you or the community wishes to go through your own company of choice.

Q: What is the patient Portal?

A: This is a secure website that allows patients and their representatives the opportunity to review medical information pertaining to the patients care with AMHC.

Q: How do I sign up for the Portal?

A: Use an email when completing new patient paperwork or call the office at 810-853-5875.

Q: Do I have to sign the Opioid Talks form?

A: Every patient is required by law to complete this annually, if you are taking any prescription medications that are controlled substances. In addition our Providers are required to see you monthly for any prescription renewals related to these controlled substances.

Q: How do I reach my Provider?

A: Our provider see patients during the day and go into multiple communities, due to the unpredictable nature of their schedules we ask that you call the office for refills, concerns or questions. This will allow a quicker response time for your request in most cases. If you request a follow up call from the provider, we will reach out and pass along the request on your behalf. They may call at the end of patient visits or between depending upon their availability.

Q: Will my information be shared with any one?

A: Our Privacy Practices can be downloaded from our website at www.AMHCmi.com

Q: Will my Provider prescribe CBD substances?

A: Our Providers will not prescribe products with CBD or Medical Marijuana.

AMHC will allow a Provider to give direction on administering CBD products to a community if it is a reasonable course of treatment related to the patient's treatment plan and it is requested by the RP (responsible party) or patient. All CBD products will require a waiver to be signed by the patient or RP prior to a Provider identifying instructions to administer. AMHC Providers' reserve the right to determine if CBD is an acceptable course of treatment.