**Subject:** Patient cards to reduce ED visits and PCMH email update

1. Mistie Atkins, Munson Family Practice, shares the attached cards that her clinic is just starting to use to remind patients that their PCMH Clinic is open for walk-ins so no need to go to the Emergency Department during office hours and there is a physician on call after hours.  This is one card and page two prints on the back of page one.   The card is quarter-sized, so ¼ of a 8.5” x 11” sheet of paper.  Thanks, Mistie and Munson Family Practice for sharing – please let us know how it goes!
2. We do try to limit the emails we send you as we recognize your time is very valuable.   However, we know that you receive many emails in a day and sometimes may have difficulty finding a specific email.   We are now putting on the NPO website (npoinc.org), under Resources, PCMH-N, PCMH emails from NPO, the update or informational emails we send regarding PCMH, such as this one, so that you have one place to look for information.   We hope this helps; please let us know what you think.

Thank you,

**Kris**

Kris Elliott, MS, CPHIMS | Director, Quality

Northern Physicians Organization (NPO)/Northern Michigan Health Network (NMHN)/Trillium Health

P: 231-421-8505  C: 231-360-0183 email: [kelliott@npoinc.org](mailto:kelliott@npoinc.org)  Fax:  231-421-8506