

Henry Ford HealthCare:

A newsletter about your healthcare plan



Fall/Winter 2023

As an employee of Henry Ford, you have a unique perspective on the incredible healthcare machine that is Henry Ford Health. For more than 100 years, Henry Ford has strived to provide the best care possible to all of its patients. Its long legacy is proof that past strategies have been effective.

But now the healthcare landscape is changing. It has to. The cost to maintain the current model of care – often referred to as fee-for-service – is pricing out many patients.

The good news is that a new model has emerged. It is called value-based care. Value-based care financially rewards providers and health systems that provide a high quality of care and a great patient experience, all at a lower cost. More good news ... Henry Ford Health has been working in the value-based world for more than a decade and is considered a leader in Southeast Michigan and beyond. This has been accomplished by creating ways for patients like you to get great care that is more convenient and at a lower cost.

The healthcare plan you are enrolled in is a value-based plan. This means that your healthcare choices can make a difference in your patient experience, health outcomes and the price you pay.

Much of this newsletter's issue is devoted to informing you of ways you can get the most out of your healthcare plan. You may already know about many of these care options, but please take a moment to review them. Because when you need care unexpectedly, you need to know where to turn.

Henry Ford Physician Network

Jackson Health Network

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So many primary care options: Know when to go where

Where you chose to seek care for unexpected health issues can directly impact many things. These can include how long it takes to be seen, if the provider or facility has what you need and if you achieve your desired health outcome.

Our healthcare industry has learned that often patients may “overshoot” where they need to be seen when a health concern comes up unexpectedly. This means they opt for a higher level and higher cost option when a more convenient and affordable care choice was available all along.



“Patients have many choices when it comes to meeting same day and urgent healthcare needs,” said Chief Medical Officer of Henry Ford Allegiance Medical Group Timothy A. Peterson, MD, MBA, FACEP, who is also an Attending Emergency Physician at Henry Ford Jackson Hospital. “ERs are often seen as a convenient choice, as we are open 24/7 and have access to many diagnostic resources. ERs are always the right choice for strokes, heart attacks and other dangerous conditions; and we will always treat every patient who comes through the door. At the same time, many primary care doctors offer same day appointments, and urgent care centers have most of the same diagnostic test capabilities available in ERs. Outpatient clinics and urgent cares are very capable of treating many of the same conditions patients often come to ERs for from broken bones to asthma flares and everything in between.”

The next time you have an unexpected injury or illness, it is important to evaluate, think, then act.

The information below details the choices you have for rapid care for non-life-threatening or non-critical injury or illness.

MyCare Advice Line, 24/7/365 – A Henry Ford Medical Group (HFMG) Registered Nurse will offer you guidance regarding your non-emergency health concern, and the most appropriate next step, which can even be how to care for yourself at home. Call them at **866-434-1372**.

Same Day Care – Your best care option could be to schedule a Same Day visit at your PCP’s office – either with your doctor or with another one at that office. You can schedule this appointment yourself through your MyChart account online or through the app, or by calling **800-HENRYFORD (800-436-7936)**.

MyCare On Demand – A 24/7 Primary Care OnDemand Virtual Visit or Rapid-response E-visit could be the best choice.

A virtual visit is quick, easy and immediate. It is also a great option if you don’t believe your health concern requires a physical exam/care (e.g., stitches, x-rays, etc.). You will be seen immediately by an “on-call” HFMG PCP. There are a multitude of health concerns or issues that can be addressed with this convenient option. It is also a great choice if you cannot or don’t want to drive to a clinic or office, or if your appointment need falls outside of clinic/office hours. You can schedule this through MyChart or by going to **www.henryford.com/sameday**.

You can also initiate a rapid-response questionnaire-based E-visit with a provider through MyChart (go to Main Menu) and receive a response from the first available Henry Ford provider within two hours. You can also select an e-visit with your provider and receive a response within one business day.

Henry Ford-GoHealth Urgent Care Clinic or an affiliated Henry Ford urgent care center – The Henry Ford-GoHealth centers are brand-new facilities that offer top-notch urgent care and are located throughout Southeast Michigan. Upon entering, you will be greeted by a GoHealth receptionist, but will be seen by a HFMG Physician Assistant or Nurse Practitioner (all charts are reviewed by a HFMG MD or DO for quality assurance). Each clinic has onsite x-rays and labs and are open from 8 a.m.-8 p.m., 365 days a year. Also important, your Henry Ford provider will have direct access to your visit and any tests or medications given. You can save your spot in line through the www.henryford.com/sameday site. For those outside of the Metro Detroit area, any urgent care center can provide a similar range of services.

Emergency Room – The Emergency Room should be used if you are experiencing severe symptoms such as trouble breathing, a badly broken bone, a deep cut, a head injury, severe burns, etc. You will be seen by a team specially trained in Emergency Medicine. To find the facility closest to you, go to www.henryford.com/locations and click on Emergency Rooms in the left navigation.

If you are experiencing symptoms of a heart attack (chest pains, heaviness in your chest, etc.), stroke symptoms (weakness on one side of your body, inability to speak clearly, etc.) or have lost consciousness you or someone with you should call 911 immediately.



“At Henry Ford Health we have many, many options for our patients who need unexpected care,” said Chief Medical Officer for Primary Care Diane George, DO. “We want to provide each and every one of them with the most convenient, exceptional and cost-effective care possible. Usually, this means receiving care via one of the several Primary Care options we have available.

“If you are uncertain what to do or where to go, the MyCare Advice Line can be a great resource. The nurse will listen to you and evaluate your condition, then can guide you to the most appropriate care option.”

If you have a chronic health condition, it is recommended that you discuss potential health situations and a course of action with your PCP should you need to be seen.

Ouch!

For Non-Emergency Care:



Schedule a same-day appointment, virtual visit or go to an urgent care clinic.

Do this through MyChart, log in at www.HenryFord.com/sameday or scan the QR code.

If you are unsure what level of care you need, call the MyCare Advice Line at **866.434.1372**.

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Please go to www.henryford.com/locations to see hours of operation for a clinic near you.

Scan this QR code to learn more about your health plan.

Time to get fit

The old adage “If you don’t use it, you lose it,” is, unfortunately true regarding our muscle tone and cardiovascular fitness.

If you love going to the gym, that’s great. If you don’t, you may have to be a little more creative. Here are some tips and tricks on how to get (or stay) fit. Of course, if you have not been active, first check with your doctor before starting any vigorous activity.

- **Plan time to exercise** – Unless you hire a personal trainer to come to your house and put you through a workout, planning time for exercising is completely up to you. Carve out time at least 3-4 days a week. Try to get in some cardio – walking, bicycling, running – in addition to strength training.
- **Try a new sport or activity** – If you played sports in your past, perhaps revisit them now. Or try something new – Pilates, yoga, pickle ball, tennis.
- **Be realistic** – Increase activity gradually to reduce the risk of injury and frustration.
- **Get a friend** – See if a work colleague wants to walk at lunchtime or meet at a local gym after work. Or see if a friend wants to be your workout buddy after work or on weekends. Hold each other accountable and you’ll be amazed how quickly you look forward to exercising.
- **Keep a schedule over the upcoming holidays** – If you start an exercise routine now you will be more likely to stick to it when schedules get a little crazy.
- **Make yourself a priority** – No one else will make you a priority but you!

Winding down

At this point, you may be close to or have already met your deductible for the year. Now is the time to make the most of that. If you or your family members need any procedures or tests done, now may be the time to schedule them.

This is also a good time to schedule:

- Sports physicals for school athletes
- Your (and your family members’) yearly wellness appointment with your provider
- Any necessary specialist appointments for college-bound students such as dermatologist, allergist, etc.

Your MyCare Advice Line – Staffed by Henry Ford nurses, this 24/7 phone line is available to you for non-emergency health guidance at 866.434.1372.

Your Concierge Team – You can call your Concierge Team if you need to find a provider within the network, need help scheduling an appointment, learning who to talk to for a billing question and more. Their number is 866.434.1369

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