



Congratulations to Dr. Hadeel Kado, MD at Troy Primary Care Center, PC and Dr. Duraid Ahad, MD at Ahad, MD, PC for becoming newly designated Patient Centered Medical Homes! Because they are a true family practice (first cousins), both physicians feel at ease and quite comfortable in their shared office suite in Troy, Michigan. They are also highly appreciative and thankful for their staff and Office Managers, Rana Jajo and Ashley Shafou.

During our conversation, one point that was immediately stressed is that each physician spends a great deal of time getting to know their patients, beyond medicine. Dr. Kado indicated “patients feel at home because we accommodate their needs.” Each practice focuses on detailed documentation into EPIC (their EHR), and people appreciate how well they know them as a result. “It takes extra time, but it is worth it,” stated Dr. Ahad.

Dr. Ahad went on to say that “Epic was the best thing that happened to our office, especially the health maintenance reminders.” In addition, their EHR is used for specialist communications, using direct messaging, patient portal and internal messaging capabilities amongst staff. In a situation where referring to a specialist who does not utilize EPIC, the staff manually tracks referral information and schedules appointments for patients.

A couple of other clinically relevant processes adopted that helped attain their PCMH designation include calling patients with abnormal and normal lab results the same day and contacting patients who have been to ER.

It was a pleasure speaking with Dr. Kado and Dr. Ahad and to witness the first-rate operations of this practice. Once again, on behalf of United Physicians, congratulations on recently earning your PCMH designation!