

## Primary Care

# Patient & Provider

## Relationship Agreement

### What Is A Patient-Centered Medical Home?

- A Patient Centered Medical Home is called a “Home” because we’d like this to be the first place you think of for all your medical needs
- A Patient Centered Medical Home is not a building. It is a home-base for your health care team led by your doctor and you – the informed patient

### What We Expect of You

- Respect us as individuals and as partners in your care
- Take part in planning your care and follow the agreed upon care plan. If you are unable, tell us why so we can help
- Be honest about your medical history, symptoms, and other important information about your health
- Tell us about any changes in your health and well-being
- Tell us what medications you are taking including prescriptions from other providers or over the counter medications
- Let us know when you see other doctors and what medications they prescribe for you or change
- Ask other doctors to send us a report about your care when you see them, even your eye doctor
- Make healthy decisions about your daily habits and lifestyle
- Learn about wellness and how to prevent illnesses
- Contact us during emergencies, so we direct you to the right care
- Keep scheduled appointments or reschedule appointments in advance whenever possible
- Pay your share of the visit fee when you are seen in the office
- Please ask if you have questions about your care or other resources available to you outside of this office, such as community agencies or services that might benefit you

## Our Commitment to You

- Respect you as an individual – we will not make judgements based on race, religion, sex, age or disability
- Give you care that is based on quality and safety
- Provide care that meets your needs and fits with your goals and values
- Have a doctor on-call 24 hours a day, seven days a week
- Tell you about your health and any illnesses in ways you can understand
- Give you clear directions about medications and other treatments
- End every visit with clear instructions about expectations, treatments goals and future health care plans
- Help you manage any acute illnesses and chronic diseases and give advice to help you stay healthy
- Utilize health care technology to best coordinate your medical care (electronic medical record, etc.)
- Respect your privacy – We will keep treatments, discussions and medical records private. Your medical information will only be shared with others if you give us permission or as indicated in our HIPAA Notice of Privacy Practices
- Your medical information will be shared with other providers involved in your care
- Give you information about community resources available for help with transportation for medical services, mental health or substance abuse services, financial assistance for medical or other needs

