



Patient Provider Agreement

Providing the best possible care to every patient continues to be our primary goal. One way we can meet this goal is by working together to make your health and well being our number one mutual objective. This concept is called the Patient Centered Medical Home.

Patient Responsibilities:

- Ask questions, share your feelings and be part of your care
- Please be sure that you are current and accurate with your medical history, symptoms and other important information about your health
- Tell us about any changes in your health
- Take all of your medicine unless otherwise directed to stop
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call us first with all problems, unless it is a medical emergency (call 911 or go to nearest emergency room)
- End every office visit with a clear understanding of our mutual expectations, treatment goals and future follow up visit plans

Physician Responsibilities:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to our patients' feelings and questions help them make decisions about their care.
- Keep treatments, discussions and records private
- Provide 24 hour access to medical care, whenever possible or appropriate.
- Provide 24 hour telephone access to our provider for emergency
- Provide instructions on how to meet your health care needs when the office is not open
- Provide contact information for the provider's surgical scheduler
- Provide direct access to our billing department via instructions on the phone greeting and statement
- To care for you to the best of our abilities based on our understanding of current medical methods available
- Give our patients clear directions about medicines and other treatments
- Complete medication refill requests within 48 hours, if possible
- Return phone inquiries within 48 hours, if possible
- Complete medical records requests are completed in 7-10 business days
- Send our patients to trusted medical speciality experts if needed
- End every visit with clear instructions about expectations, treatment goals and future plans

Patient Name

Date

Patient Signature

Date