

### **Our Role as a Patient Centered Medical Home (PCMH)**

Welcome and thank you for choosing our practice. We are committed to providing you with the best medical care based on your health needs. Our hope is that we can form a partnership to keep your whole self as healthy as possible.

Our patient-centered medical home practice will provide you with an expanded type of care. We will work both you and other health care providers as a team to take care of you. You will also have better access to our practice through phone and secure web access through our secure online Patient Portal. We look forward to working with you as your primary care provider in your patient-centered medical home.

#### **As your primary care provider, we will:**

- Learn about you, your family, life situation, and health goals and preferences
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being
- Keep you up-to-date on all your vaccines and preventive screening tests
- Connect you with other members of your care team (specialists, Dietician, etc.) and coordinate your care with them as your health needs change
- Provide you with timely access to your physician during office hours via telephone or patient portal Monday-Friday 8am-5pm and on call physician access by calling our office via telephone after office hours
- Notify you of test results in a timely manner
- Communicate clearly with you so you understand your condition(s) and all your options
- Listen to your questions and feelings. We will respond promptly to you-and your calls-in a way you understand
- Help you make the best decisions for your care, relying upon evidence based guidelines
- Give you information about classes, community resources, or other services that can help you learn more about your condition and stay healthy
- Offer Same Day Appointments

#### **We trust you, as our patient to:**

- Know that you are a full partner with us in your care
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using
- Let us know when you see other health care providers so we can help coordinate the best care for you
- Keep scheduled appointments or call to reschedule or cancel as early as possible
- Understand your health condition: ask questions about your care and tell us when you don't understand something
- Learn about your conditions(s) and what you can do to stay as healthy as possible
- Follow the plan that we agreed is best for your health
- Take your medications as prescribed
- Give us feedback to help us improve our care for you