



ALBANY INTERNAL MEDICINE

AIM Patient Agreement

We are committed to providing you with the best medical care based on your health needs and look forward to working with you as your primary care provider (PCP). Below are details of what we commit to you as your PCP, as well as what we require of you as our patient. Failure to adhere to these requirements may result in your dismissal from the practice.

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 of your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, etc.) and coordinate your care with them.
- Provide you with timely access to your physician during office hours via the telephone or patient portal and on-call physician access 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 in a way you understand.
- Help you make the best decisions for your care, relying upon evidence based guidelines.
- Address your pain at each visit. However, given the dangerous and addictive nature of pain medications, we will not be refilling any medications primarily used for substance abuse disorders such as buprenorphine, methadone, etc which are better managed by a substance use disorder specialist.
- Once you have established a relationship with us, we will provide disability visits. We do not offer these services for new patients.

We trust you, as our patient to:

- Come to each visit with any updates on medications, dietary supplements, or remedies you're using.
- Keep scheduled appointments or call to reschedule or cancel at least 24 hours in advance. Three no-shows within one year will result in dismissal.
- Have all preventative measures and screenings (e.g. mammogram) performed, as recommended.
- Complete an annual wellness visit (AWV) with us each year if Medicare or Medicare Advantage patient.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Willingly see an APP (NP or PA) for your visit when your doctor judges that to be appropriate.
- Take your medications as prescribed or let us know if a change needs to be made.
- Give us feedback to help us improve our care for you.

Please sign below to accept the terms of this agreement and become a patient of Albany Internal Medicine.

Patient Name

Date

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