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Patient-Centered Medical Home Policy

Our pledge to you:

As your patient-centered medical home (PCMH), we pledge to do our best to provide you with quality health care that is patient-centered, available and easy to schedule, safe, cost-effective, and provides satisfaction to you the patient. Our goals are to:

- Provide a physician-led health care team that has knowledge about you and is focused on your preventive care and management of your chronic conditions.
- Provide you with the opportunity to communicate your concerns about your health and the care you receive.
- Be responsible for providing you with the health care information, support, and ongoing health care you need.
- Coordinate your health care needs with qualified specialists/health care providers.
- Provide information to you about community resources.
- Utilize computer and information technology to provide care that is evidence-based, proven to be the best care, and to improve communication with other providers who are providing care to you.
- As your provider, we will share your patient medical information with other providers who are involved in your care, as appropriate. Medical information may be written or electronically shared.

Our expectation of you:

As we pledge to do our best, we also ask that you be actively involved in your health care and pledge to do your best as well. We expect you to:

- Provide your physician-led health care team with complete and honest information about your health history and any symptoms or changes in health.
- Take all the medications prescribed to you and complete all tests and other services ordered for you.
- Follow a healthy lifestyle and be actively involved in understanding and managing your health care.
- When you are unable to follow the advice or orders of your physician-led health care team, please let us know. Be honest and open about your reasons for doing it differently.
- Keep scheduled appointments. If you must reschedule, do so as soon as possible so that we may offer that time to another patient.
- Contact us first for all medical issues, other than life-threatening emergencies. You will be given information and/or directed to the appropriate care you need.
- Notify us of any health care services you receive outside this office. This allows us to be knowledgeable and able to coordinate all your health care needs and prevent unnecessary care.
- Ask us if you have questions or a need for other services or resources in the community.