

## **PCMH Patient-Provider Agreement:**

### **A Patient-Centered Medical Home is a Partnership Between the Patient and Their Physician**

#### **Being a part of a Patient-Centered Medical Home, your doctor will:**

- Work with you to improve your health
- Review your medications at every visit and discuss with you any interactions or contraindications.
- Develop a personal action plan with you to address your chronic conditions
- Set goals with you and monitor your progress
- Use computer technology to monitor your progress and determine if your health is improving
- Inform you of all test results
- Help you take control of your health by providing you educational material, hosting group visits and linking you to other community programs and resources
- Provide you 24 hour access to a clinical decision-maker by phone
- Have arrangements with after-hours care to be informed of your visit or emergent treatment within 24 hours or next business day
- Reserve space in our schedule for you to accommodate a same-day appointment
- Refer you to available Community Resources when the need arises

#### **By choosing to participate in a Patient-Centered Medical Home, I agree to:**

- Make sure my doctor knows my entire medical history
- Tell my doctor all of the medications I am taking
- Actively participate with my doctor in planning my care
- Keep my appointments as scheduled
- Adhere to the action plan designed by my doctors
- Consult my doctor before making my own appointment with a Specialist
- Request that any other doctor I see send my doctor a report, copies of lab work, test results, and x-rays
- Know my insurance and what it covers
- Provide the office feedback on how they can improve
- Use Urgent Care for after-hours non-emergent conditions

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