

PATIENT-PROVIDER COMPACT AF ASSOCIATES, FAMILY MEDICINE

This compact is not legally binding, but provides a framework for our professional relationship.

The relationship between the patient and physician is the cornerstone of giving excellent care. AF Associates is committed to providing to you the highest quality medical care. We believe that we can meet this goal by pledging to give the best possible service, while you provide us with cooperation and participation and the information we need to accomplish this goal.

We pledge to:

- Listen to you and support you in your health care goals.
- Respect you as a unique individual. We will not make discriminatory judgments prejudiced by race, ethnicity, national origin, religion, gender, age, mental or physical ability, sexual orientation or genetic information.
- Respect your privacy. Your medical information will not be shared with anyone else unless you give permission or as required by law.
- Provide the best possible treatment and advice based on current medical evidence. We respect your right to information and will be honest and complete in our communication.
- Manage acute illness, chronic disease and give advice to help you stay healthy.
- Continuously evaluate ourselves to make sure that our practices are up-to-date and we will direct you to the best available specialists and other care providers.
- Give you timely access to care both in the office and after hours. We are available during the evenings, nights and weekends for urgent advice and care.
- Use technology to offer new and different ways to provide medical care to you.
- Use a physician directed medical team and patient centered medical home approach so that you are comfortable and feel welcome to be part of the team.

In order for us to reach these goals for you, we ask that you:

- Respect our entire staff as unique individuals and as your partners in care.
- Be involved in your medical decision making. Honestly tell us about your medical needs and concerns. Provide us with all the information you have regarding your health and illnesses.
- Teach yourself about wellness, as well as disease prevention and management.
- Know the requirements of your insurance company, what services are and are not covered.
- Follow our medical advice and treatments. If you are unable to do so, let us know why so that we can suggest other options.
- Take your medications. If you are unable to do this, let us know so that we can try to help.
- Tell us if another provider has changed your medications, or if you are taking any over the counter medications or supplements including vitamins and herbs.
- Contact us during emergencies so that we can direct you to the right care. But, please use common sense before calling us after hours about non-urgent issues. Plan ahead regarding prescription refills.
- Give us feedback so that we can improve our services.

Either you or your provider may end the relationship at any time. If your provider decides to stop seeing you, we will notify you and tell you why, and provide all needed information to your next provider. If you choose to end the relationship, please let us know and tell us why.