

## **PATIENT-PROVIDER COMPACT**

### **A+ Family Medicine**

A+ Family Medicine is dedicated to providing our patients with the highest standard of care. We believe that our patients receive the best possible care when they participate in their medical treatment. A **Patient Centered Medical Home** is a partnership between an informed patient, authorized representatives and a physician-led care team.

#### **As your medical home we will:**

- Allow you to select a personal clinician and care team who will know you
- Help improve your overall well-being including behavioral health by learning about you, your family, life situation, and health preferences
- Respect your privacy and keep your information confidential unless you give us written permission or it is required by law
- Inform you about your health condition in a way you can understand
- Take care of your short term illness, long term chronic disease, and preventive care
- Collaborate with your other health care providers to coordinate your care
- Notify you of your test results using our patient portal or by phone
- Keep you up to date on all your vaccines and preventive studies
- Remind you when tests are due to help prevent delays in your diagnosis and treatment
- Use current evidence-based guidelines and provide self-care management support
- Give the care that meets your needs and fits your goals and values
- Discuss and review your care plan and provide educational resources
- Give you information about classes, support groups, or other services that can help you learn more about your condition and to stay healthy

#### **Other important information:**

- We have extended hours where providers can access your electronic medical records.
- Our on-call providers are available to speak with after-hours for urgent needs by calling our main number
- We encourage you to use our secured patient portal to access your health information and communicate with us for non-urgent matters during and after office hours.

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

- Participate as a full partner in your care
- Understand your health condition and let us know if there is something you do not understand
- Inform us about your health needs and concerns
- Take your medications as prescribed
- Come to each visit with any updates on medications, dietary supplements, or remedies you are using and let us know if you need a refill
- Keep us up-to-date with changes in your personal, family, medical and social history
- Inform us if you were seen by any other provider or at any facility and/or if you had any test ordered and/or medications prescribed by them
- Ask other providers to send us your reports
- Know what your insurance covers and let us know if a service is not covered; pay your share of any fees
- Keep your scheduled appointments and notify us at least 24 hours prior if you need to cancel
- Call us if you do not receive your test results within 2 weeks
- If possible, inform us if you are going to the Emergency room so that we can assist with your treatment
- Follow the care plan that you have agreed upon, or let us know why you cannot so we can try to help and change the plan
- Give us feedback on how we can improve our services