



## Patient-Provider Partnership Agreement

Thank you for choosing our medical practice as your medical home. We appreciate the trust and confidence you have placed in us. Our goal is to provide you with complete, continuing and personal medical care.

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### Provider Responsibilities

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- **Listen** to your health concerns
- Provide **information** on chronic conditions and prevention programs
- Provide **flexible** and expanded office hours, schedule appointments within a reasonable time, and see Patients as closely as possible to scheduled appointment time.
- Provide telephone **availability** to reach a Physician for communication 24 hours per day, 7 days per week.
- **Coordinate** care provided by my practice team, other clinicians and health care institutions effectively to avoid duplication, delay and error.
- **Communicate** test and treatment results promptly and correctly.
- Provide information and advice regarding **preventative care**, maintaining wellness, self-management direction and counseling.
- Provide **reminders** for follow up and preventative care.
- Maintain clinical information that allows us to participate in the development and maintenance of standardized electronic health records and **patient registries**, while protecting privacy and confidentiality.

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### Patient Responsibilities

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- **Communicate** openly
- **Participate** with your health care team in the development of treatment plans to improve your health
- Provide Health Care Team with **feedback** regarding Action and treatment plans.
- **Respect** the time of others by being on time for appointments and procedures.
- **Schedule and attend** appointments at intervals suggested by Health Care Team.
- **Involve yourself** in Physician's and other health care professionals' recommendations with respect to maintenance or improvement of your health and wellness.
- Participate in **action planning** and goal setting with respect to maintenance or improvement of your health and wellness.
- Participate in developing and maintaining a **comprehensive health record** by authorizing delivery and circulation of clinical information to and from clinicians and health care institutions.