## This Medical Home Agreement Concept is an AGREEMENT between YOU and YOUR PROVIDER, to focus on meeting ALL of your Healthcare Needs.

## As your Medical Home Primary Care Provider (PCP), we agree to:

- 1. Honor your rights as a patient, and treat you with dignity and respect.
- 2. We will focus on listening to your concerns, educating you on your health care needs and preventive services.
- 3. Focus on treating you as a whole person: physically, mentally and emotionally.
- 4. Focus on providing you with **ongoing**, **quality** and **safe** medical care, including prevention of future health complications.
- 5. Work to schedule timely office appointments for your chronic and urgent healthcare needs.
- 6. Be available to you 24 hours a day, by office appointment, phone calls and/or other electronic communication.
- 7. Provide you with other healthcare resources when we are absent or unavailable.
- 8. Provide you with referrals to specialist as deemed *medically* necessary by your PCP.
- 9. Provide you with treatment, medications, equipment and any other resources deemed *medically* necessary by your PCP.

## As a Medical Home Patient, your responsibility is the following:

- 1. Work with us, as your *PCP*, to meet *all* of your health care needs.
- 2. Communicate with us about all your healthcare concerns and goals.
- Report *any* changes related to your health, treatments, medications, etc.
  This includes use of *all medications* prescription, over-the-counter, herbal and street drugs.
  This also includes any medical equipment being used or that has been ordered or recommended for use.
- 4. Call us *before* going to the Emergency Room, unless it is life threatening.
- 5. Notify us *after* any Emergency Room, Urgent Care Clinic or Hospital visit.
- 6. Schedule medical appointments in a timely manner, including *follow-up* appointments.
- 7. Keep appointments as scheduled with us and any appointments scheduled with a specialist.
- 8. If you cannot keep an appointment call *before* your appointment time to cancel or reschedule the appointment.
- 9. You may be dismissed from your PCP if you repeatedly miss appointments without notice or do not follow the responsibilities listed in the medical home agreement.

## Your Healthcare is a TEAM Approach involving BOTH YOU and YOUR PROVIDER.

Patient or Guardian Signature

Date

Provider Signature

Date