

## Welcome to your Medical Home

Your health and wellness is a top concern of our office. To give you the best care, doctors and patients must work together. This idea is called the Patient Centered Medical Home. We will work with you to manage your health care needs.

As your Medical Home, we will:

- Take care of short term illness and long term chronic diseases
- Discuss your goals and how you would like to improve your health
- Listen to you and address your concerns
- Help you stay healthy by giving you easy to understand information
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for your urgent needs
- Remind you when vaccines and tests are due
- Notify you of test results in a timely manner
- Help coordinate care with specialty doctors if needed

As your Medical Home, we trust you to:

- Follow the care plan that is agreed upon as best you can
- Tell us about all medications and over the counter supplements you are taking
- Let us know when you see other health care providers and ask them to send us a report about your care
- Keep your appointments or call to reschedule or cancel
- Call if you do not receive your test results within 2 weeks
- Use the after hours line only for issues that can't wait until the next work day
- Call the office before going to the Emergency Room if possible so someone who knows your history can care for you
- Learn about your insurance so you know what it covers or work with us to help develop a payment plan
- Pay your share of the visit fee when you are seen in the office
- Give us feedback to help us improve our services