

Over the next several months you may notice that:

- we ask you what your goal is, or what you want to do to improve your health
- we ask you to help us plan your care, and let us know if you think you can follow the plan
- we give you a written copy of the care plan
- the care-team members are doing more and or different parts of your care
- we remind you when tests are due so that you receive the best quality care
- we ask you to have blood tests done before your visit so that the doctor has the results at your visit
- we may offer you a chance to join in a special type of doctor's visit called "group visit"
- we start doing more things using a computer— like writing your prescriptions

Either you or your doctor may end this partnership at any time. If you choose to the end the partnership, please let us know and tell us why. If your doctor decides to stop seeing you, we will tell you and tell you why. With your written permission we will give your medical information to your next doctor.

A Patient—Doctor Partnership

Please join us as together we build your
Medical Home

Practice Name
Address
Phone Number

A Medical Home is not a building.

A Medical Home is like a "home base" for your health care needs.

A Medical Home includes the way care is given, the people who give the care and the place where this happens.

A Medical Home is a trusting partnership between the doctor led health care team and an informed patient.

Having a Medical Home Means we trust you to:

- tell us what you know about your health and illnesses
- tell us about your needs and concerns
- take part in planning your care
- follow the care plan that is agreed on-or let us know why you cannot so that we can try to help, or change the plan
- tell us what medications you are taking and ask for a refill at your office when you need one
- let us know when you see other doctors and what medications they put you on or change
- ask other doctors to send us a report about your care when you see them
- learn about wellness and how to prevent diseases
- learn about your insurance so you know what it covers
- respect us as individuals and partners in your care
- keep your appointments as scheduled, or call and let us know when you cannot
- pay your share of the visit fee when you are seen in the office
- give us feedback so that we can improve our services

As we build your Medical Home you will notice some changes in the way we give your care, but many things will stay the same:

We will continue to:

- have your own doctor who knows you and your family
- respect you as an individual—we will not make judgments based on race, religion, sex, age or disability
- respect your privacy—your medical information will not be shared with anyone unless you give us permission or it is required by law
- provide care given by a team of people led by your doctor
- give the care you need when you need it
- give care that meets your needs and fits with your goals and values
- give care that is based on quality and safety
- have a doctor on call 24 hours a day 7 days a week
- take care of short illness, long term diseases, and give advice to help you stay healthy
- tell you about your health and illnesses in a way you can understand