

Patient/Provider Agreement Form for a Patient Centered Medical Home

Dear _____ welcome and thank you for choosing our practice for your health care needs. We invite you to join our practice as a Patient Centered Medical Home. As our name implies we wish to integrate your entire health care needs, information, experience, and planning into one practice. We are committed to providing you with the best medical care based on your health needs. Our hope is that we can form a partnership to keep yourself and your family as healthy as possible, no matter what your current state of health. Your commitment to our patient-centered medical home practice will provide you with an expanded type of care. We will work with both you and other health care providers as a team to take care of you. You will also have improved access to us through our web portal as well as continued phone support.

As your primary care providers, we will

- Learn about you, your family, life situation, and health goals and preferences. We will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. We will respond promptly to you – and your calls – in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in my care team will receive all information related to your health care.
- Agree to inform other health care providers and facilities that we are your primary care providers and to ensure that they know to send all relevant information such as discharge summaries, relevant laboratory tests, etc.

Patient name

Signature of Patient or Guardian

Date

Office address and hours:

- 2300 Haggerty Rd., suite 2140
- West Bloomfield, MI 48323
- (248)-669-5050 fax: (248)-669-1700
- M-F: 9am-5pm (No physician on site on Tues.)
- Closed major national holidays

Emergency Rooms in our area open 24 hrs a day, 7 days a week:

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| Providence Park Hospital
47601 Grand River
Novi, MI 48374
(248) 926-9111 | Huron Valley-Sinai Hospital (DMC)
1 William Carls Drive
Commerce Charter Tnsh, MI 48382
(248) 937-3300 |
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Off Hour Emergencies: Our office has full time coverage, which includes an answering service for after-hours emergency calls. If a problem arises during a time when the office is closed, simply call one of the office numbers listed above and the physician on-call will be contacted. Your call will be returned in a timely manner. Please be courteous and note that this service is for emergencies only and that prescription refills are not considered an emergency and will **NOT** be done after hours. If you feel that you are experiencing a potentially life-threatening emergency we urge you to go promptly to an Urgent Care or Emergency Room for immediate evaluation.