



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

As a member of your healthcare team, I will:

- Keep your **Primary Care Physician** updated as to your care by communicating and providing copies of test results
- Collaborate with your PCP on an approach to the best care plan for you
- Listen to you and address your concerns
- Discuss your goals and how you would like to improve your health
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for your urgent care needs
- Notify you of test results in a timely manner
- Help you coordinate care with other specialty doctors and needed testing

As a partner in your healthcare, I need you to:

- 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
- Follow the care plan that is agreed upon as best you can
- Use the after-hours line for issues that cannot wait until the next workday
- Call the office if you do not receive your test results within 2 weeks
- Give us feedback to help us improve our services