

PCP PATIENT PROVIDER AGREEMENT

A Patient Centered Medical Home is a partnership between a patient and their physician.

We trust you as our patient to:

- Ask questions, share your feelings and be part of your care
- Be honest about your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Take all of your medicine and follow your doctor's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call your doctor *first* with all problems, unless it is a medical emergency
- Consult my doctor before going to a specialist

A Patient-Centered Medical Home (PCMH) is a system of care in which a team of health professionals work together to provide your entire healthcare needs. You, the patient, are the most important part of a patient centered medical home. When you take an active role in your health and work closely with us, you can be sure that you're getting the care you need.

As your Patient Centered Medical Home physician I agree to:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep your treatments, discussions, and records private
- Provide 24-hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Give you clear directions about medicines and other treatments
- Refer you to specialists when indicated
- End every visit with clear instructions about expectations, treatment goals, and future plans

Thank you for partnering with our office and taking an active role in your health. In order to enhance our partnership, its important we share some helpful practice information.

Our office hours are: Monday – Friday 8:00 am – 6:00 pm
 Saturday Contact Office for Hours – Subject to Change
 Sunday CLOSED

After hours calls are screened by the Call Center and will be directed to your physician.

Please call during business hours for prescription refills, test results, and non-urgent matters.

We have developed a partnership with Rochester Medical Group Urgent Care and they will forward their findings to our office the following day. Should you find yourself in a situation where you must seek medical care after hours and it is **not** a life-threatening emergency, please use:

*Rochester Medical Group – Urgent Care
633 E. South Boulevard
Rochester Hills, Michigan 48307*

Should you have a life-threatening emergency please proceed to the nearest hospital that participates with your insurance.

Ask any of our staff about Community Services or contact the following:

NEED HELP? 2-1-1 is now available. Dial 211 from any phone and you will be connected with a referral hotline that can connect you with non-profit agencies in your area that can help with Human, Health and social needs (i.e. utilities, housing, health insurance, food, diapers, etc.) Additionally, we have access to an app called NowPow and can refer you to local community resources if you are in need.

A listing of the area resources can also be found on this website: www.mi211.org

Ask about our Patient Web Portal. We have a Patient Portal that supports two-way, secure and compliant communication.

Patient Signature _____ Date: _____