



THE BEST HEALTH CARE POSSIBLE

Thank you for choosing us as your primary care provider. We are committed to providing the best health care possible for you. That's why we've embarked on a powerful new effort focused on giving you the best care at all times, even when you're not in our office. To help us do that, we've adopted a proven framework called the patient-centered medical home.

PATIENT-CENTERED

Patient-centered means you will be surrounded by a dedicated team of health professionals working together to meet all of your individual health care needs. As your primary care provider, we are the most familiar with your health as a whole and will lead your team. The rest of the team includes other health care providers you already see or may need to see to maintain your optimal health.

MEDICAL HOME

Your team will be able to keep up with your health status at all times and will use technology like electronic medical records to communicate with each other and coordinate your care. When you get a lab test, for instance, everyone on the team will have access to the results. Instead of finding out what's going on with your health when you go in for an appointment, all of your team members will be on the same page all the time. That level of familiarity is what medical home is meant to convey – we want you to feel “at home” with your health care. But we're not the only ones who are committed to staying on top of your health.

JOIN THE TEAM

Ultimately, we want to help you take responsibility for your health. You are the most important part of your health care team. We can only make recommendations; the power to decide if you will follow them is yours. So as part of your health care team, we hope you will share the team's goal: to give yourself the best care possible. It's not difficult, but it is important. Here are some things you can do:

- ✓ Communicate with all the members of your care team about your health and needs.
- ✓ Share any updates on medications, dietary supplements, or remedies you're using, and any questions you may have about them when you come for a visit.
- ✓ Tell us when you see another health care provider so we can add them to your team and help coordinate your care.
- ✓ Do your best to keep scheduled appointments or, if you can't, call to reschedule or cancel as early as possible.
- ✓ Feel free to ask questions about your care, tell us when you don't understand something, and ask for information about how to stay as healthy as possible.
- ✓ Work with us to develop and follow a plan that's best for your health.
- ✓ Let us know if you do not receive your test results within two weeks.
- ✓ Contact us after hours if you feel your issue cannot wait until the next day.
- ✓ Feel comfortable working with members of your extended care team who we have asked to contact you for health and wellness coaching, education, and advice.
- ✓ Offer any feedback you might have to help us improve our care.

Please bring the Patient-Provider Partnership agreement to your next scheduled appointment with your doctor. If you need this form, please visit www.soundviewmedical.com and click on PCMH.

DO YOU NEED MORE INFORMATION ON...

- Care Plans
- Nutrition
- Transportation Resources
- Domestic Violence
- Patient Portal



Talk to a member of your medical team now, or visit us online at soundviewmedical.com.