

Patient and Specialty Provider Partners in Care

The Patient Centered Medical Home Neighborhood (PCMH-N) is a way of offering you the best possible healthcare. The goal of the PCMH-N is to create a healthcare setting that builds a partnership between you, your primary care provider, and specialty provider and if desired, your family.

You will have an ongoing relationship with your primary care doctor. Your doctor may refer you to a specialty doctor to care for specific healthcare needs. This team is in charge of all your overall care.

As your healthcare team we pledge to:

- Include you as a member of your healthcare team, treating you with respect, honesty and compassion.
- Encourage you to define your ‘family’. This can include family, friends, and other support people. Work with you to decide how and when you want your ‘family’ included.
- Hold ourselves to the highest quality and safety standards. Exceed your expectations for your healthcare experience.
- Be responsive and timely with our care and information to you.
- Respect your time. Reduce and explain any delays.
- Help you to set goals for your healthcare and plan of care.
- Talk with you in words that are clear and understandable. Listen to you and answer your questions.
- Respect your right to see your own medical information.
- Respect your privacy and the privacy of your medical information.
- Give you information to help you make informed decisions about your care and treatment options. This includes risks and benefits of your care.
- Work with you and other team members who treat you.
- Maintain a clean, safe and quiet office.

- Communicate your plan of care with your entire healthcare team.

As a patient I pledge to:

- Be a responsible and active member of my healthcare team. I will treat you with respect, honesty and consideration.
- Tell you who is important to me and who I define as ‘family’. Tell you how and when I want people in my ‘family’ to take part in my care.
- Be on time for my scheduled appointment. Limit disruptions and stay focused during my appointment.
- Help make decisions about my care.
- Ask questions when I do not understand and until I do understand.
- Give you all the information that you need to treat me.
 - Drugs I am taking
 - Other doctors I may see
- Learn all that I can about my condition and plan of care.
- Know that what I do affects my health.
- I will do my best to carry out our agreed upon plan of care. If I can’t, I will tell you.
- Tell you if your office isn’t clean, safe and quiet.