

West Front Primary Care is a Patient Centered Medical Home

We appreciate the opportunity to provide you with medical services. The information that follows is designed to answer the questions most frequently asked by our patients. We want you to know our policies and methods of practice. If you have any questions, please ask.

A **Medical Home** is a trusting partnership between a healthcare team and an informed patient. It includes an agreement that acknowledges the role of each in a total health care program.

We trust you, our patient, to:

- *Tell us what you know about your health and illnesses and update us with any changes
- *Provide the name and strengths of any medications you may be taking
- *Tell us about your needs and concerns
- *Take part in planning your care
- *Follow the care plan that is agreed upon and express any issues so needed adjustments can be made
- *Let us know when you see other doctors and what medication they may prescribe
- *Ask other doctors to send us a report about your care when you see them
- *Seek our advice before you see other physicians. We may be able to care for you and we know about the strengths of various specialists.
- *Learn about wellness and how to prevent disease
- *Learn about your insurance so you know your covered benefits

- *Respect us as individuals and partners in your care
- *Keep your appointments as scheduled, or call and let us know when you cannot
- *Pay your share of the visit fee when you are seen in the office
- *Give us feedback so we can improve our services (We may survey you in the future to understand this better)

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same.

We will Continue to:

- *Provide you with a care team who will know you and your family
- *Respect you as an individual-we will not make judgments based on race, ethnicity, religion, gender, age, disability or sexual orientation.
- *Respect your privacy-your medical information will only be shared with those involved in your case management unless you give us permission, or it is required by law.
- *Provide care given by a team of people led by your physician
- *Give the care you need when you need it
- *Give care that meets your needs and fits with your goals and values
- *Give care that is based on quality and safety
- *Have a doctor on call 24 hours a day and 7 days a week for emergencies
- *Take care of acute illness, provide disease management and advocate preventative care
- *Tell you about your health and illnesses in a way you can understand
- *To improve your care we are using an Electronic Health Record and strive to continuously improve
- *Make your best interest the primary basis for our decision making (at times this may not be a covered benefit or the least expensive option)

Over the Next Several Months You May Notice That:

- *We discuss your health goals and assist with a plan to improve your health
- *We ask you to help us plan your care, and to let us know if you think you can follow the plan
- *Written copies of care plans may be given in more complex illnesses
- *The care team members are doing more and/or different parts of the care
- *We may remind you when tests are due so that you can receive the best quality care
- *We are exploring methods to care for you better; including ways to help you care for yourself.

As part of our Patient Centered Medical Home orientation, we will ask you to acknowledge your agreement to the above and we will acknowledge our agreement to you. Our goal is to partnership with the patient to achieve the highest level of care for you and your family.

