

## Our roles in working together

As your primary care provider, I or my staff will:

- Learn about you, your family, life situation and health goals and preferences. I will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well being.
- Keep you up-to-date on all your vaccines and preventative screening test.
- Connection you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings, I will respond promptly to you in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- Provide evidence based care and support for self-management of your health and health care.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you are using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep schedule appointments or call to reschedule or to cancel as soon as possible.
- Understand your health condition, ask questions about your care, and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we agree is best for your health.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next working day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in your care team will receive all information related to your health care.
- Learn about your health insurance coverage and contact your insurance carrier if you have any questions about your benefits.
- Pay your share of any fees.
- Give us feedback to help us improve our care for you.