

## Medical Home Patient and Provider Roles and Responsibilities

As a patient-centered medical home (PCMH), HCHC offers primary care that patients want: health care that focuses on you and your needs. We get to know you by working together in a long-term relationship; we make treatment decisions with you, based on your preferences; and we help you become engaged in your own healthy behaviors and healthcare. To achieve this goal, patients and our providers must work together and agree to the following roles and responsibilities.

### ***As a patient and partner in my health care team, I will:***

- Bring all questions I have to my appointments
- Give a detailed and honest health history
- Tell you how I am feeling each visit and how it affects my life
- Ask you about things I do not understand
- Help you create my action plan and track my progress
- Call my provider first with medical problems, unless it's a medical emergency
- Let you know when I get care somewhere else
- Bring a list of all medicines, supplements, and herbal or holistic products I use
- Fill my prescriptions on time, use them as prescribed, and tell you of any problems
- Keep all scheduled appointments
- Ask for support services when I need them
- Ask you if I need any tests or shots
- Provide my personal email address for easy access and easy contact

### ***As providers and partners in your health care team, we will:***

- Respect you and your family values and needs
- Listen to your questions and concerns to give appropriate response
- Ask you to take part in your health care
- Respect your culture and use language you understand
- Make sure you understand your medications
- Help you set health goals and create an action plan
- Track the care you get from other providers
- Ask for your ideas on how we can improve your care
- Offer appointments at times when you can come in; provide same day appointments and easy access to a provider when the office is closed
- Explain test results and what will happen next
- Help you get support services when you need them
- Offer educational materials to assist with self-management and specific health issues
- Stay in contact with you as your partner in care

Our facilities are welcoming and inclusive. We will see anyone regardless of their ability to pay for services, and we also have trained staff that can help you get affordable and comprehensive health insurance coverage. For more information, ask a care team member today.