

Summer 2009

To all of our patients:

This letter is to inform you that our Clinic is participating in a new concept. This concept, which allows the patient and doctors to work together, is called the Patient Centered Medical Home. All medical offices will be required to participate in the next couple years and we are starting this year. There will not be any changes that will occur, only the best possible care that our facility can offer.

The following is a list of the responsibilities of the patient and the doctor.

Patient Responsibilities:

- Ask questions, share your feelings and be part of your care
- Be honest about your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Take all of your medicine and follow your doctor's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call your doctor first with all problems, unless it is a medical emergency
- End every visit with a clear understanding of your doctor's expectations, treatment goals, and future plans

Doctor Responsibilities:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to my patients' feelings and questions and help them make decisions about their care
- Keep treatments, discussions, and records private
- Provide 24 hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- To care for you to the best of my abilities based on my understanding of current medical methods available
- Give my patients clear directions about medicines and other treatments
- Send my patients to trusted experts, if needed
- End every visit with clear instructions about expectations, treatment goals, and future plans

Sincerely,

The Doctors and Staff at Cedar Hill Medical, P.C.
