

Our Memo of Understanding

Thank you for choosing our medical practice as your home base for your medical care. We appreciate the trust and confidence you have placed in us. Our goal is to provide you with complete, continuing and personal medical care. In order for this goal to be possible, it is important that we each commit to fulfilling certain responsibilities

PHYSICIAN RESPONSIBILITIES

- * Listen to you as to your health care matters, and encourage a culture of open, full and frank communication.
- * Provide counsel and information regarding the different treatment plans for chronic conditions or prevention programs.
- * When possible, provide convenient options including electronic access for nonurgent communications for scheduling office visits and follow up visits, and for obtaining test results and referrals.
- * Provide flexible and expanded office hours, schedule appointments within a reasonable time, and see Patient as closely as reasonably possible to scheduled appointment time.
- * Provide telephone availability to Physician for urgent communications 24 hours per day, 7 days per week.
- * As technology develops, provide convenient options for non-urgent communications between Patient and Physician including post-hospital support, follow up visits and consultations.
- * Use a team approach to health care by providing access to other clinicians and health care institutions when and where appropriate.
- * Coordinate and integrate care provided by my practice team and other clinicians and health care institutions effectively so as to avoid duplication, delay and error.
- * Communicate test and treatment results promptly and correctly.
- * Listen to you as to your health care matters, and encourage a culture of open, full and frank communication.
- * Provide counsel and information regarding the different treatment plans for chronic conditions or prevention programs.
- * When possible, provide convenient options including electronic access for nonurgent communications for scheduling office visits and follow up visits, and for obtaining test results and referrals.
- * Provide flexible and expanded office hours, schedule appointments within a reasonable time, and see Patient as closely as reasonably possible to scheduled appointment time.
- * Provide telephone availability to Physician for urgent communications 24 hours per day, 7 days per week.
- * As technology develops, provide convenient options for non-urgent communications between Patient and Physician including post-hospital support, follow up visits and consultations.
- * Use a team approach to health care by providing access to other clinicians and health care institutions when and where appropriate.
- * Coordinate and integrate care provided by my practice team and other clinicians and health care institutions effectively so as to avoid duplication, delay and error

PATIENT RESPONSIBILITIES

- * Communicate openly, fully, frankly and proactively with Physician and Physician's staff.
- * Be an active participant in the development with Physician of action plans and treatment plans for Patient's acute or chronic condition, and follow agreed-upon treatment plans.
- * Provide Physician with feedback regarding Patient's treatment plan.
- * Appear on time for appointments, procedures and other medical tests at Physician's office, and timely submit materials, samples and information as requested by Physician.
- * Schedule and attend follow up appointments at intervals suggested by Physician.

- * Involve yourself in Physician's and other health care professionals' recommendations with respect to maintenance or improvement of Patient's health and wellness.
- * Participate in action planning and goal setting with respect to maintenance or improvement of Patient's health and wellness.
- * Participate in developing and maintaining a comprehensive health record by authorizing delivery and circulation of clinical information to and from clinicians and health care institutions.