

Patient- Provider Agreement

The health and wellness of our patients is a top concern of the Children's Medical Group of Saginaw Bay. Providing the best possible care to every patient is our primary goal. The best way we can meet this goal is if I, *your doctor*, and you, *my patient (with the help of your parents and/or guardians)*, work together. This concept is called the Patient Centered Medical Home. The responsibilities we have are discussed below.

Our Responsibilities to You:

- Explain diseases, treatments, and results in an easy-to-understand way
- Listen to our patients' and their parents'/ guardians' feelings and questions to help them make decisions about their care
- Keep treatment, discussions, and records private
- Provide 24 access to medical care and same day appointments, for acute illnesses, 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 our abilities based on our understanding of current medical methods available
- Give our patients clear directions about medicines and other treatments
- Send our patients to trusted experts, if needed
- End every visit with clear instructions about expectations, treatment goals, and future plans

What We Ask of You (and your Parents/ Guardians):

- 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 us about any changes in your health and well-being
- Take all your medicine and follow our advice- if you are unwilling or unable to do so, be honest with us
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance whenever possible
- Call us *first* with all problems, unless it is a medical emergency
- End every visit with a clear understanding of our expectations, treatment goals, and future plans
- Keep us up to date with your contact information and insurance information.