

- THE PATIENT-CENTERED MEDICAL HOME—

THE PROVIDER-PATIENT AGREEMENT

Synopsis

The goal at Moore Pediatrics & Associates is to provide patient centered care to all of its patients. Patient centered care is a means where the provider, patient and families work together with the goal of providing quality health care to the patient. This will be achieved through patient and family interaction whereby the needs and preferences of the patient are communicated to Moore Pediatrics & Associates. Moore Pediatrics & Associates in turn will listen to these needs and then focus their education and training to ensure better health care results.

Objectives

Moore Pediatrics & Associates and the patient/parent will achieve this patient centered care based on the following mutually agreed upon terms:

- Moore Pediatrics & Associates will provide quality health care to the best of our ability and knowledge in a safe environment.
- Patients and their families have the ability to ask questions and voice concerns through an open channel of communication with our providers.
- The patient/parent is honest in the history of symptoms. Moore Pediatric & Associates providers are open and honest in relating the diagnosis and related treatment. It is important for the patient/parent to disclose all symptoms or medical problems at the time of treatment.
- The patient/parent is compliant in following agreed upon treatment plans. Moore Pediatrics & Associates will provide clear and understandable instructions.
- Moore Pediatrics & Associates will provide patients with sufficient time during their office visit to ensure the medical problem is understood and the treatment protocol is thoroughly explained. Both the patient/parent and provider shall respect one another's time.
- The patient/parent will pay for their share of the provider services rendered not covered by their insurance at the time of the office visit. It is the patient/parent responsibility to know their insurance benefits.
- Moore Pediatrics & Associates provides reasonable office hours and has instructions for after hour emergencies through our office telephone number, which includes access to a physician by phone 24/7.
- Moore Pediatric & Associates offers same day appointments for acute care and allots appropriate time frames for follow up, preventative care and disease management appointments.

- Moore Pediatrics & Associates may refer patients to a specialist or suggest certain tests/procedures that are not done in the office. Instructions will be provided for these instances. It is the patient/parent responsibility to find out if the specialist is covered by their insurance.
- Moore Pediatrics & Associates is not responsible for costs incurred by the patient for specialty care or tests/procedures recommended by our providers.
- Moore Pediatric & Associates will facilitate the referral process, however, it is the responsibility of the patient/parent to follow up with the referral and understand the insurance coverage for the specific referral.
- Moore Pediatrics & Associates will provide results of lab/x-ray tests by calling the patient/parent. The patient/parent should call the office if not notified about test results in an appropriate time frame.
- The patient/parent shall do their best to participate in healthy habits and lifestyles.
- Moore Pediatrics & Associates may provide educational resources. The patient/parent utilizes these resources and asks questions if needed.
- The patient/parent will keep their appointments; otherwise a missed appointment fee will be applied.
- The patient/parent shall arrive on time for their scheduled appointment. Moore Pediatrics & Associates in turn will work to stay on schedule.
- Moore Pediatrics & Associates will respect the patient/parent individuality. We will not make judgments based on race, religion, gender, gender identity, age or disability.
- Moore Pediatrics & Associates will respect patient/parent privacy. Medical information will not be shared with anyone unless it is vital for ongoing care, you give us permission, or it is required by law or court order.
- Moore Pediatrics & Associates participates in electronic prescription programs with affiliated pharmacies. Prescriptions are sent to your specified pharmacy electronically; otherwise, a printed prescription will be provided.
- Some telephone calls with a provider may result in a charge. Telephone calls will not result in a charge when:
 - ❖ You are calling about a problem that has been treated in the office in the preceding seven days or results in an office visit in the subsequent 24 hours.
 - ❖ You speak with the nurse.
 - ❖ The nature of the call does not involve diagnosis and management of a problem, such as proper dosing or a prescription refill.

This agreement describing Moore Pediatrics & Associates optimal provider-patient relationship has been given to and has been received by a patient/parent from his or her provider today.

Patients _____ Date _____

Provider _____ Date _____