



## Patient Physician Partnership Agreement

The health and wellness of our patients is our top priority at Cascade Pediatrics. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if I, your physician, along with my staff, and you, my patient, work together. This concept is called the Patient Centered Medical Home. We would like you to think of Cascade Pediatrics as your 'Home' ~ the first place you think of for **all** of your medical and/or healthcare needs.

### Our Promise to You

We pledge to do our best to provide you with quality health care that is easy to schedule, safe, patient-centered, collaborative and satisfying to both you the patient, and us, the treating physician team. Our goals are to:

- Provide you with a team led by a physician that has knowledge about you, will provide you the opportunity to talk about your concerns about medical or social health care and who will be responsible for your ongoing care and needs in a timely manner.
- Explain any test, illness, treatment, and possible outcomes for accepting or refusing treatment in a way that is easy to understand. Provide educational materials that will help to make communication and understanding of your care easier.
- Make care needs easier by the use of computers and health information. Discussion between all persons on the physician team, including specialists, will make sure that you get the care that you need, when and where you need it while respecting your privacy. As your provider, we will share your patient information with other providers who are involved in your care, as appropriate. Information sharing may be through provision of written medical information, telephonic communication, or through electronic sharing of information using a health information exchange. (HIE)
- Help in arranging care with other qualified professionals, taking into consideration your personal, medical and life circumstances.

### What We Expect of You

- As we pledge to do our best for you, we also expect you to be an active member of your care team. We expect you to:
- Provide your health care team with complete and honest information about your health history, current concerns and health care requests.
- Do your best to follow a healthy lifestyle and be involved in understanding and managing your health care. If you are unable to follow the advice of your health care team, let them know it. Be honest and open in your reasons and let them know what you are able to do.
- **Contact your provider FIRST for all medical issues, other than life-threatening emergencies.** This can prevent unnecessary tests, exams and treatments that may have already been done by the team or one of their professionals. You may access an on-call Cascade Pediatrics physician at any time.
- Keep scheduled appointments. If you must reschedule, do so as soon as possible, prior to 24 hours of the appointment, so that we may offer that time to another patient.
- Notify your health care team of any medical or health care services you receive outside of this office, such as eye exams, dental care, surgeries, flu shots, immunizations, etc. This also includes any care that you may have received at a hospital, emergency room or urgent care facility.
- Contact our office to schedule follow up visits with your primary care provider within 48 hours after discharge if you have received care at a hospital, emergency room or urgent care facility. This allows us to coordinate all of your care and avoid unnecessary tests, exams, and treatments.
- Please ask us if you have questions about other resources available to you outside of this office, such as community agencies and services that might be of benefit to you.

Establishing a partnership between the patient and the health care team, along with family members and patient advocates, allows decisions to be made that are respectful of the physician's knowledge and experience while making sure the patient's wants, needs and personal preferences are met. Cascade Pediatrics, LLP, wants you, our patient, to be supported by the knowledge that you can make decisions and participate in your own care!