

# Welcome to Our Medical Neighborhood

## The Patient-Provider Partnership Agreement

The health and wellness of our patients is a top concern to our office. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if we as, ***your doctor***, and you, ***our patient***, work together. This concept is called the **Patient Centered Medical Home**.

### As our patient, your responsibilities are:

- 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 healthcare team 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 us *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

### As your provider office, our responsibilities are:

- Explain diseases, treatments, and results in an easy-to-understand way
- Take time to listen to your feelings and questions and help you make decisions regarding your healthcare
- Keep your treatments, discussions and records secure
- 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 our abilities based on our understanding of current medical methods available
- Provide you with clear directions about medicines and other treatments
- When necessary, direct and coordinate your care through referrals to primary care and/or specialists and community resources
- End every visit with clear instructions about expectations, treatment goals, and future plans

Thank you,

Drs. Lefkowitz, Stock, Ward & Jupin  
And Our  
Entire Medical Care Team