

Dear Patient,

Welcome and thank you for choosing Chippenham Family Medicine. We are committed to providing you with the best medical care. Chippenham Family Medicine's hope is that we can form a partnership with you to help achieve your best health, both now and in the future.

Your commitment to our Patient-Centered Medical Home clinic will provide you with an expanded type of care. We will work together with you and other health care providers to provide you the best care. You will have improved access to our providers via phone and the secure Chippenham Family Medicine Patient Portal. We also have a new innovative automated health management program, Phytel, which is designed to deliver better coordinated, more personalized care.

As your primary care provider we will:

- Learn about you, your family, life situation, and health goals and preferences. We will remember these and your health history every time you seek care and suggest treatments accordingly.
- Take care of short term illness, long term chronic disease, and your all-around well-being.
- Keep you up to date on all your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Provide access to care after-hours for urgent needs and clinical advice.
- Notify you of test results in a timely manner.
- Communicate clearly so that you understand your condition(s) and all of your options.
- Listen to your questions and feelings, responding promptly in a way you understand.
- Help make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition(s) and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner in your care.
- Identify a provider of choice during your first visit who will be responsible for coordinating and managing your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using and questions you may have.
- Let us know when you see other health care providers so we can help coordinate your best care.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition(s), ask questions about your care, and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan upon which we have mutually agreed is best for your health, including taking medications as prescribed.
- Contact us after hours only if your issue is urgent and cannot wait until the next day.
- If possible, contact us before going to the emergency room so someone who is familiar with your medical history has the opportunity to care for you.
- Agree that all providers in your care team will receive all information related to your health care.



- Learn about health insurance coverage and contact Chippenham Family Medicine if you have questions about your benefits, pay your share of any fees, and obtain necessary referrals.
- Notify specialists and urgent care providers that we are your Primary Care provider to ensure we receive pertinent information related to your care.
- Give us feedback to improve our care for you.

We look forward to partnering as your primary care provider in your Patient-Centered Medical Home.

_____	_____	_____
Provider Signature Printed	Provider Name	Date
_____	_____	_____
Patient Signature Printed	Patient Name	Date
_____	_____	_____
Parent/Guardian Signature Printed	Parent/Guardian Name	Date

PATIENT CHECKLIST – BEFORE APPOINTMENT

A Patient-Centered Medical Home is an approach to providing for your total health. With a medical home, you will have a care team to support you, helping you make the best informed decisions. Please help us to know you better by using this handy checklist to get ready for your appointment.

- Make a list of any questions you have about your health, ranked in order of importance.
- Make a list of your other health care providers, including contact information and reasons for the visits.
- Bring all of your medications, in their original containers, to your appointment. Be sure to include prescription, over the counter, natural, and herbal medications along with any dietary supplements you may be taking.
- Bring your current insurance information with you to each appointment.