

## Brigham Health Family Care Associates-Patient Agreement

<b>We promise to:</b>	<b>We ask you to:</b>
<p>Provide safe, high quality, evidence-based care. Get to know you as a whole person. Treat you with compassion and respect your privacy. Be prepared for your visit. Listen to your needs and concerns.</p>	<p>Be ready with questions and concerns. Help us get to know you. Let us know when you need help. Ask questions when you do not understand until you do understand.</p>
<p>Be respectful and courteous. Be honest with you.</p>	<p>Be respectful and courteous. Be honest with us.</p>
<p>Teach you about your health. Work together with you to help you stay healthy. Work with you to develop your self-care plan. Check-in to see how you are doing with your plan. Be open to your suggestions.</p>	<p>Learn about your health. Work with all the members of your care team including students and trainees. Work with us to develop your self-care plan and do your best to follow the plan. Be open to our suggestions.</p>
<p>Communicate with you in the way that is best for you. Communicate with you in the language that is best for you.</p>	<p>Tell us about language, hearing, vision, mobility, or any other needs. Tell us about any difficulty with reading. Try Patient Gateway if you can.</p>
<p>Do our best to see you the day you call when you are sick. Have you see your usual doctor whenever possible and let your doctor about other visits.</p>	<p>Call early if you wish to be seen that day. Get in touch with us before problems become serious.</p>
<p>Do everything possible to be on time. Let you know if there is a wait.</p>	<p>Arrive 15 minutes before your visit time. Let us know if you are running late. Cancel your appointment if you can't make it. Bring your insurance information and your co-pay.</p>
<p>Return all messages within 24-48 hours. Communicate results of all tests within 10 days of the results becoming available.</p>	<p>Communicate any questions or concerns between visits by phone or Patient Gateway. Let us know when your phone, address, insurance or email changes and make sure we always have at least one way to contact you that works.</p>
<p>Help you manage your medications. Keep an up to date list of the medications you are taking and share it with you.</p>	<p>Bring all your medications, including ones you buy yourself and ones from other doctors to all visits. Let us know when you don't fill a prescription, or change the way you are taking your medications.</p>
<p>Fill all prescription refills within 3 business days. Complete forms within 7-10 days (2-3 days for child school/camp forms)</p>	<p>Call between 8 and 5 on weekdays for refills 5 days before you will run out of medicine.</p>
<p>Help you make appointments with other doctors/specialists or for testing and coordinate your care. Communicate with the specialists you see.</p>	<p>Notify us whenever you go to an emergency room or are admitted to the hospital. If there is time, call us before going to the emergency room to see if you can be seen here.</p>
<p>Get better and better at what we do. Teach new doctors how to provide excellent, patient-centered care.</p>	<p>Educate us on how we can best help you and improve by talking to us, responding to surveys and participating in advisory groups.</p>

