



Dear Patient,

Welcome and thank you for choosing FHCC. We are committed to providing you with the best medical care based on your health needs. FHCC's hope is that we can form a partnership with you to keep your whole self as healthy as possible, no matter what your current state of health is.

Your commitment to our patient-centered medical home clinic will provide you with an expanded type of care. We will work with both you and other health care providers as a team to take care of you. You will also have better access to our providers through phone and the secure FHCC patient Portal.

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 that make sense to you.
- 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.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner,
- Communicate clearly with you so you understand your condition (s) and all your options.
- Listen to your questions and feelings. FHCC will respond promptly to you 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 and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner in 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 the best care for you.

- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition, 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 that we have agreed is best for your health
- Take Medications as prescribed.
- Call if you do not receive your test results within 2 weeks.
- Contact us after hours only if your issue cannot wait until the next day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in your care team will receive all information related to your health care.
- Learn about health insurance coverage and contact FHCC if you have questions about your benefits.
- Pay your share of any fees.
- Give us feedback to improve our care for you.

We look forward to working with you 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
---------------------------	------------------------------	------

*Cell Phone Number:

*Email Address:

*By providing your cell phone number and/or email address, you consent to your PCMH care team contacting you regarding your medical care via cell phone

PATIENT CHECKLIST – BEFORE APPOINTMENT

A patient centered medical home is an approach to providing total health care for you. With a medical home, you will have a care team to support you, helping you make the best decisions for your health. So 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. Put the questions that are most important to you at the top of the list.
- ✓ Make a list of other health care providers you have visited. Jot down their contact information and the reason why you visited them.
- ✓ 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 insurance information with you.