**Medical Home Agreement**

**Principles of Medical Home**

As identified by the patient centered Medical Home collaborative and adopted by OHCA, the principles of a Medical Home are as follows:

1. **Personal Physician/Provider**- each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
2. **Physician/Provider Directed Medical Practice**- the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
3. **Whole Person Orientation**- the personal physician is responsible for providing for all the patient’s health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life, acute care, chronic care, preventative services, and end of life care.
4. **Care is coordinated and/or integrated** across all elements of the complex health care system(e.g. subspecialty care, hospitals, home health agencies, nursing homes) and the patient’s community (e.g. family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
5. **Quality and safety** are hallmarks of the medical home.
6. **Enhanced access to care** is available through systems such as open scheduling, expanding hours and new options for communication between patients, their personal physician, and practice staff.

**Patient Information and Responsibilities**

As a SoonerCare member, there are rules you must follow.

It is your responsibility to:

* Be aware of PCP’s office hours so you will know when you can be seen.
* Call for an appointment as early as possible, keep your appointments
* You may have to wait up to three (3) weeks to be seen for checkups and shots.
* Even if you have an appointment, you may have to wait past that time to see your PCP. You should ask to reschedule if you cannot wait.
* If you cannot keep your appointment, you must call the providers office at least 24 hours before your appointment. Your provider may ask to dismiss you as a patient if you continually miss your appointments.

When you call your PCP you should always:

* Tell the staff why you need an appointment
* Have your medical ID care available
* Call your PCP’s office if your problem gets worse before your scheduled visit. Ask to speak to the nurse. Tell the nurse what symptoms you have and ask if you should be seen sooner because of them.

**Medical Home Agreement**

**This Medical Home Agreement Concept is an AGREEMENT between YOU and YOUR PROVIDER, to focus on meeting ALL of your Healthcare Needs.**

**As your Medical Home Primary Care Provider (PCP), we agree to:**

1. Honor your rights as a patient, and treat you with dignity and respect.

2. We will focus on listening to your concerns, educating you on your health care needs and preventive services.

3. Focus on treating you as a whole person: physically, mentally and emotionally.

4. Focus on providing you with ongoing, quality and safe medical care, including prevention of future health complications.

5. Work to schedule timely office appointments for your chronic and urgent healthcare needs.

6. Be available to you 24 hours a day, by office appointment, phone calls and/or other electronic communication.

7. Provide you with other healthcare resources when we are absent or unavailable.

8. Provide you with referrals to specialist as deemed medically necessary by your PCP.

9. Provide you with treatment, medications, equipment and any other resources deemed medically necessary by your PCP.

**As a Medical Home Patient, your responsibility is the following:**

1. Work with us, as your PCP, to meet all of your health care needs.

2. Communicate with us about all your healthcare concerns and goals.

3. Report any changes related to your health, treatments, medications, etc. This includes use of all medications - prescription, over-the-counter, herbal and street drugs. This also includes any medical equipment being used or that has been ordered or recommended for use.

4. Call us before going to the Emergency Room, unless it is life threatening.

5. Notify us after any Emergency Room, Urgent Care Clinic or Hospital visit.

6. Schedule medical appointments in a timely manner, including follow-up appointments.

7. Keep appointments as scheduled with us and any appointments scheduled with a specialist. 8. If you cannot keep an appointment call before your appointment time to cancel or reschedule the appointment.

9. You may be dismissed from your PCP if you repeatedly miss appointments without notice or do not follow the responsibilities listed in the medical home agreement. Your Healthcare is a TEAM Approach involving BOTH YOU and YOUR PROVIDER.

**Your Healthcare is a TEAM Approach involving BOTH YOU and YOUR PROVIDER.**

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Patient or Guardian Signature Date

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Provider Signature Date