



Patient Partnership Plan

Dear Patient,

Welcome to our practice. We intend to provide you with the care and service that you expect and deserve. Achieving your **best possible health** requires a *partnership* between you and your provider. As our Partner in Health, we ask you to help us in the following ways:

Schedule Visits with Your Provider for Routine Physical Exams and Other Recommended Health Services

Doing routine visits with our medical providers will help you detect, manage or prevent serious health problems that could otherwise go undetected. Our providers are here to discuss any medical concerns you have, including health screenings (mammogram, immunizations, pap smears, etc.), and whether these tests are appropriate for you. Our Center also provides free health coaching services so that you learn how to improve your health as well as the health of your family. Schedule a visit with our staff to address your medical concerns and help you meet your health goals.

Keep Follow-up Appointments and Reschedule Missed Appointments

Your provider and Health Coach will want to stay in touch to know how you are progressing. Keeping follow-up appointments gives them the chance to check in, see how you are doing, and make any necessary adjustments to your medical or health program. During a follow-up appointment, your provider might order tests, refer you to a specialist, prescribe medication, or even discover and treat a serious health condition. If you miss an appointment and don't reschedule, you run the risk that your treatment will not be adjusted according to your condition and response. Please make every effort to reschedule missed appointments as soon as possible.

Additionally, if you miss your appointment or fail to get ordered lab tests, your provider will not be able to prescribe medication until you are seen by a Center provider or have the ordered test performed.

Call the Office if You Need to Cancel or Reschedule an Appointment

The Center is here to serve all Team Members enrolled in the WFM Premier Health Plan benefit option, as well as their covered family members. We understand that schedules change and ask you to call us if you need to cancel or reschedule an appointment so that we can offer that appointment to another patient. We would appreciate a 24 hour notice if you need to cancel or reschedule. If you fail to provide the Center at least 24 hours' notice of cancellation, the Center is unable to accommodate its other patients who are seeking care and the timeslot is unused. In the event scheduled appointments are routinely missed, without the advance notice, then the Center may not be able to continue providing services in the future.

Call the Office When You Do Not Hear the Results of Labs and Other Tests

Your provider's goal is to report your lab and test results to you as soon as possible. However, if you do not hear from your provider within the time specified, please call the office for your test results.

Inform Your Provider if You Decide *Not* to Follow His or Her Recommended Treatment Plan



After examining you, your provider may make certain recommendations based on what he or she feels is best for your health. This might include prescribing medication, referring you to a specialist, ordering labs and tests, or even asking you to return to the office within a certain period of time. If you decide not to follow your provider’s advice, please let him or her know so that your provider can make you aware of any negative effects associated with your decision to delay or refuse treatment.

Center Providers Do Not Prescribe Medication Over the Phone Without an In-Person Visit

Unfortunately, providers generally cannot prescribe medication over the phone without first having an in-person visit. This is to ensure that you are given a proper assessment and diagnosis.

Center Patients Who Are Children

For a Center that offers pediatric services, we strongly urge parents to ensure that all pediatric milestone/well-child visits are scheduled with the Center and that you keep up with these visits as they are important to the healthy development of your child.

Professionalism

Just as we expect providers and staff to be professional during your visit, we also ask that patients be professional in their dealings with Center staff and other patients. This includes refraining from being disruptive in the Center waiting room, making any type of threat to Center staff, or asking about the status of other unrelated Center patients.

Discontinuing the Treatment Relationship

If you are unable for any reason to follow these guidelines, after attempts have been made to clarify and understand the expectations and concerns of all involved parties, it may result in your discontinuation of the patient-provider relationship with the Center. If the patient-provider relationship is terminated, you will no longer be able to be seen in the Center. However, you will be transferred to another primary care provider in the EHN network. Please note that this change may require you to satisfy a deductible and incur other out-of-pocket expenses related to your care.

Thank you for your partnership. As our patient, you have the right to be informed about your health care. We invite you, **at any time**, to ask questions, report symptoms, or discuss any concerns you may have. If you need more information about your health or condition, please call the Medical Center at 512-542-0500 (Austin) or 8181-844-2300 (Glendale).

Sincerely

Warren Brown, M.D.
V.P. of Medical Affairs

Patient’s Name

Patient Signature

Date _____