

Patient and Provider Partners in Care

The Patient Centered Medical Home (PCMH) is a way of offering you the best possible health care. The goal of the PCMH is to create a health care setting that builds a partnership between you, your provider's team, and if desired, your family.

At **Bronson Rambling Road Pediatrics**, you will have an ongoing relationship with your doctor. Your doctor leads a team that takes responsibility for you. This team is in charge of all your health care needs. Or, when needed, arranges for care with another doctor.

As your health care team we pledge to:

- Include you as a member of your health care team, treating you with respect, honesty and compassion.
- Encourage you to define your 'family'. This can include family, friends, and other support people. Work with you to decide how and when you want your 'family' included.
- Hold ourselves to the highest quality and safety standards. Exceed your expectations for your health care experience.
- Be responsive and timely with our care and information to you.
- Respect your time. Reduce and explain any delays.
- Help you to set goals for your health care and plan of care.
- Talk with you in words that are clear and understandable. Listen to you and answer your questions.
- Respect your right to see your own medical information.
- Respect your privacy and the privacy of your medical information.
- Give you information to help you make informed decisions about your care and treatment options. This includes risks and benefits of your care.
- Work with you and other team members who treat you.
- Maintain a clean, safe and quiet office.

As a patient I pledge to:

- Be a responsible and active member of my health care team. I will treat you with respect, honesty and consideration.
- Tell you who is important to me and who I define as 'family'. Tell you how and when I want people in my 'family' to take part in my care.
- Be on time for my scheduled appointment. Limit disruptions and stay focused during my appointment.
- Help make decisions about my care.
- Ask questions when I do not understand and until I do understand.
- Give you all the information that you need to treat me.
 - Drugs I am taking
 - Other doctors I may see
- Learn all that I can about my condition and plan of care.
- Know that what I do affects my health.
- I will do my best to carry out our agreed upon plan of care. If I can't, I will tell you.
- Tell you if your office isn't clean, safe and quiet.