

Working Together for Your Health

The Be Well Medical Center has earned its designation as a Patient-Centered Medical Home. One of the key components of the Patient-Centered Medical Home is the concept of Shared Decision Making. This means the patient and doctor communicating and working together to make sure the patient receives the best possible medical care that fits their values and preferences. To achieve this, both the patient and the doctor have certain important responsibilities.

Patient Responsibilities

- Make healthy decisions about your daily habits and lifestyle.
- Keep all scheduled appointments at Be Well, and arrive on time. Prepare for each visit as needed. If you cannot keep an appointment, inform the office as soon as possible and reschedule the appointment.
- Be honest about your history, symptoms, and any other important information about your health.
- Inform your doctor of any changes in your health or wellbeing since your last visit.
- Ask questions, express your feelings, and be an active part of the decision making concerning your care.
- Do not allow a visit to end until you have a clear understanding of what you and your doctor have agreed upon in terms of your treatment goals, what is expected of you, and the future plans for your care.
- Follow the decisions you and your doctor have agreed upon, including by taking all your medication as directed.
- Should any health problem or question arise between visits, contact your doctor first, unless it is a medical emergency and you need to be seen before you can get in touch with your doctor.

Doctor Responsibilities

- Care for the patient to the best of your abilities based on your medical knowledge and understanding of current available medical methods.
- Listen to the patient's information, feelings, and questions, and help them make the best decisions about their care.
- Explain diseases, test results, medications, treatment options, and all other matters related to their medical care in a way that the patient can understand.
- Do not allow a visit to end until you are confident that the patient has a clear understanding of what they and you have agreed upon in terms of their treatment goals, what is expected of them, and the future plans for their care.
- Keep all medical records, treatments, and discussions with the patient strictly private.

- Provide 24 hour access to medical care and same day appointments, whenever possible. Where this is not possible, make sure the patient understands how to get their healthcare needs met when you are not available.
- Send the patient to trusted, expert specialists, as needed.