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Patient Centered Medical Home – Our Promise to You

A Patient Centered Medical Home is a trusting partnership between a provider-led healthcare team and an informed patient. It includes an agreement between the doctor and the patient that acknowledges the role of each in a total healthcare program.

We trust you, our patient, to:

- Tell us what you know about your health and illnesses
- Tell us about your needs and concerns
- Take part in planning your care
- Follow the care plan that is agreed upon, or let us know why you cannot so that we can try to help or change the plan
- Tell us what medications you are taking and ask for refill(s) at your office visit when you need one
- Let us know when you see other providers and what medications they put you on or change
- Ask others to send us a report about your care when you see them
- Learn about your insurance so you know what it covers
- Respect us as individuals and partners in your care
- Keep your appointment as scheduled, or call and let us know when you cannot
- Pay your share of the visit fee when you are seen in the office
- Give us feedback so we can improve our services

As we build your Medical Home you will notice some changes in the way we provide care, but many things will stay the same. We will continue to:

- Ask what your goal is, or what you want to do to improve your health
- Ask you to help us plan your care, and let us know if you think you can follow the plan
- Provide you with your own Midtown Family Medicine provider who knows you and your family
- Respect you as an individual – we will not make judgments based on race, religion, sex, sexual orientation, or disability
- Respect your privacy – your medical information will not be shared with anyone unless you give us permission or it is required by law
- Provide care given by a team of people led by your Midtown Family Medicine provider
- Give the care you need when you need it
- Give care that is based on quality and safety
- Have a Midtown Family Medicine provider on-call, 24 hours a day, 7 days a week
- Take care of short illness, long-term disease and give advice to help you stay healthy
- Tell you about your health and illness in a way that you can understand



Patient Centered Medical Home - Our Promise to You, *continued*

Over the next several months, you may notice that:

- We give you a written copy of the care plan
- The team care members are doing more and/or different part of the care
- We remind you when tests are due so you can receive the best quality care
- We may offer you a chance to join in special events hosted by our office
- We continue to increase the use of technology in the way we manage your healthcare in ways such as using secured e-mail to contact us, electronic check-in and online bill pay

As part of our Patient Centered Medical Home orientation, we will ask you to acknowledge your agreement to the above upon your next visit to our office, and we will acknowledge our agreement to you.

Either you or your Midtown Family Medicine provider may end this partnership at any time. If you choose to end the partnership, please notify us and tell us why. If your Midtown Family Medicine provider decides to stop seeing you, we will notify you with an explanation as to why, and with your written permission we will forward a copy of your medical information to your next provider.