

PATIENT-CENTERED MEDICAL HOME

smart start pediatrics

PARTNERSHIP IN THE PATIENT-CENTERED MEDICAL HOME

AS YOUR PRIMARY CARE TEAM, WE WILL:

- Learn about you, your family, your life situation, your health goals, and your personal preferences. We will consult these and your health history every time you seek care and suggest treatments that make sense for you specifically.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your Care Team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. We will respond promptly to you – and your calls – in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition, so you can stay healthy.
- Connect you with community resources that may improve your overall quality of life.

WE TRUST YOU, AS OUR PATIENT, TO:

- Know that you are a full partner with us in your care.
- Keep scheduled appointments or call to reschedule/cancel as early as possible.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and any questions you may have.
- Let us know when you see other healthcare providers, so we can help coordinate the best care for you.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health. If you experience problems give your Care Team a call.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- If possible, contact us before going to the Emergency Room, so someone who knows your medical history can care for you.
- Agree that all of your healthcare providers can receive information related to your healthcare.
- Learn about your health insurance coverage and contact us if you have any questions about your benefits. Pay your share of any fees.
- Give us feedback to help us improve our care for you.



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