



MANCHESTER COMMUNITY HEALTH CENTER
PATIENT-CENTERED MEDICAL HOME

Our Roles in Working Together

We are committed to your life-long health and wellbeing. We believe that to meet this goal there must be a partnership between the patient and your provider/care team.

As your primary care provider/care team, we will:

- Learn about you, your family, life situation and health goals and preferences. I will remember these and your health history when you seek care and suggest treatments that make sense for you.
- 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) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- 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 and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements or remedies you're using and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- 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.
- Take medications as prescribed
- Reach out to us if you have not received test results within 2 weeks
- Contact us after hours only if your issue cannot wait until the next work day
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in my care team will receive all information related to your health care.
- Learn about your health insurance coverage and contact MCHC if you have any questions.
- Pay your share of any fees or co-pays
- Give us feedback to help us improve our care for you.

HEALTH CARE FOR A STRONGER COMMUNITY