

## **The Patient-Physician Partnership**

At Trestlewood Pediatrics, the health and wellness of our patients is top priority, thus we are adapting the Patient Centered Medical Home (PCMH) approach to comprehensive care. The PCMH model of care is a partnership between patients, (parents) and their physicians to provide the best possible outcome of care.

### **Patient, (Parent) Responsibilities:**

- Ask questions, share feelings, and actively take part in your child's care
- Be honest about your child's medical history, symptoms, and other health information
- Tell us all medications your child's taking
- Make healthy decisions about your child's lifestyle and habits
- Prepare for and keep scheduled visits
- Know your insurance and what it covers
- Update us with insurance changes in a timely manner
- Call us first with all problems, unless it is a medical emergency
- Request that all other doctors send us a report about your child's care when you see them
- Provide us with feedback on how we can improve
- Adhere to the care plans designed for your child

### **Physician Responsibilities:**

- Explain diseases, treatments, and results in an easy to understand way
- Review medications, discuss interactions, and give clear directions
- Electronically prescribe medications whenever possible
- Work with you to improve your child's health
- Use computer technology to monitor your child's progress
- Develop a personal action plan with you when dealing with a chronic illness.
- Provide after-hours access to an on call physician for emergent needs
- Reserve space in our schedule for same-day urgent appointments
- Provide instructions on how to meet your child's healthcare needs when our office is not open
- Send our patients to trusted experts, if needed
- End every visit with clear instructions about our expectations, treatment goals, and future plans