



## MEDICAL HOME AGREEMENT

### Principles of Medical Home

As identified by the patient centered medical home collaborative and adopted by OHCA, the principles of a medical home are as follows:

- **Personal Physician/Primary Care Provider (PCP)** – each patient has an ongoing relationship with physician trained to provide first contact, continuous and comprehensive care.
- **Physician/Provider Directed Medical Practice** – the physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
- **Whole Person Orientation** – the personal physician is responsible for providing for all the patient’s health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventative services; and end of life comfort care.
- **Care is coordinated and/or integrated** across all elements of the complex health care system (e.g. subspecialty care, hospitals, home health agencies, nursing homes) and the patient’s community (e.g. family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- **Quality and safety** are hallmarks of the medical home.
- **Enhanced access to care** is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician and practice staff.

### Patient Information & Responsibilities

As a Sooner Care member, there are rules you must follow.

#### **Your Responsibilities:**

- Well child evaluations and immunizations could be subject to a wait upon the requested Provider’s schedule that you choose. Please call as soon as possible to schedule your physicals.
- If you are unable to keep your appointment, you must contact the office 24 hours before your scheduled appointment time. After two missed appointments in any 6-month timeframe, you will become a walk-in only patient and we will be unable to hold a scheduled appointment time slot for you.
- It is our policy that if you are 10 minutes late for your appointment, you may be asked to reschedule your appointment.
- It is the care givers responsibility when scheduling an appointment, to always tell us why you need the appointment. It is the care givers responsibility at the time of scheduling the appointment to be specific in the nature of the requested appointment. ALL INFORMATION GIVEN IS KEPT CONFIDENTIAL

#### **Please keep in mind:**

- We may refer you to a specialist as needed and you will get a referral only if indicated by your PCP. Furthermore, the specialist will be a Sooner Care provider.
- If your PCP gives you a referral for a service that is not covered by Sooner Care, you will be responsible to pay for the service.
- If you miss your appointment with the specialist in which you were referred, it is possible that you will not be given another appointment.

#### **After-Hours Coverage:**

- Our on-call physician is available after hours and on weekends by calling 918-398-9460.
- **If you feel you have a true medical emergency, call 911 or go to the nearest emergency room.**

As a patient, you should expect our staff to treat you professionally and respectfully while meeting the medical needs of your loved one and we expect the same from you.

**I have read and understand the Patient Rights and Responsibilities. I agree to follow the rules as listed above and as stated in the Sooner Care Member Handbook.**

Patient Name Printed: \_\_\_\_\_ DOB: \_\_\_\_\_

Parent/Guardian Name Printed: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Provider Authorized Representative: \_\_\_\_\_ Date: \_\_\_\_\_