



Patient-Provider Partnership Expectations and Agreement

The health and wellness of our patients is a top concern at MedLink Georgia. Providing the best possible care to every patient is our primary goal. The only way we can meet this goal is if your provider and you, the patient, work together. This concept is called a Patient Centered Medical Home.

As our patient, your responsibilities are:

- Ask questions, share your feelings, and be part of your care
- Be honest about your history, symptoms and other important information about your health
- Tell your healthcare team about any changes in your health and wellbeing
- Take all of your medicine and follow your provider's advice
- Make healthy decisions about your daily habits and lifestyle
- Prepare for and keep scheduled visits or reschedule visits in advance according to the expectations below
- Call us first with all problems, unless it is a medical emergency
- *Notify the office immediately if you have been admitted to a hospital, been seen in an emergency department, or had imaging or lab work done*
- End every visit with a clear understanding of your provider's expectations, treatment goals, and future plans

As your provider office, our responsibilities are:

- Explain diseases, treatments, and results in an easy-to-understand way
- Take time to listen to your feelings and questions and help you make decisions about your care
- Keep your treatments, discussions and records confidential and secure
- Provide 24 hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Care for you to the best of our abilities based on the understanding we have of your current medical conditions
- Provide you with clear directions about medicines and other treatments
- When necessary, direct and coordinate your care through referrals to specialists and community resources
- End every visit with clear instructions about expectations, treatment goals, and future plans

Patient Scheduling Expectations:

We work diligently to provide you with quality healthcare in an efficient manner. In order to optimize the patient-staff schedule and workflow, we ask that you please comply with the following expectations:

- All appointments must be scheduled, including same day appointments. We will do our best to schedule you for a same day appointment as provider and staff availability allow. Please understand that you may have longer than expected wait times when seen as a same day appointment.
- If you arrive 15 minutes (7 minutes for the last appointment in the morning or afternoon session) or later for your appointment, we reserve the right to reschedule for a later day appointment or another day as you choose.
- Twenty-four-hour appointment cancellation is required. If a same-day appointment needs to be cancelled, please let the staff know as soon as possible. Appointments not cancelled at least one (1) hour prior to the scheduled time will be considered a no-show.
- No-show appointments will have a **\$25.00 fee added** to the account. Patients who are seen within five (5) business days will have this fee reversed from their account.
- If a patient has five (5) no-show appointments during a six (6) month period, it may result in discharge from all MedLink Georgia locations.

Patient Printed Name and Signature

Date

Provider Printed Name and Signature

Date