



Patient checklist — before your appointment

A patient-centered medical home is an approach to providing total healthcare for you. With a medical home, you will have a care team to support you, helping you make the best decisions for your health. So please help us to know you better by using this handy checklist to get ready for your appointment.

- Make a list of any questions you have about your health.** Put the questions that are most important to you at the top of the list.
- Make a list of other healthcare providers that you have visited.** Jot down their contact information and the reason why you saw them.
- Bring all of your medications in their original containers to your appointment.** Be sure to include everything that you are taking, including prescription drugs, over-the-counter medications, natural and herbal remedies, and any other dietary supplements.
- Bring your insurance information with you.**
- In a week or two, you will receive a survey from Press Ganey asking you to rate our service.**

Your response to this survey is very valuable to us as it helps us better serve our patients.

For the contact information of your
Methodist Family Health Center or Medical Group,
please go to *MethodistHealthSystem.org/familyhealth*.

Methodist Family Health Centers and Medical Groups are owned and operated by MedHealth and staffed by independently practicing physicians who are employees of MedHealth. The physicians and staff who provide service at these sites are not employees or agents of Methodist Health System or any of its affiliated hospitals.



Methodist Family Health Centers and Medical Groups

Patient-Centered Medical Home Values



MethodistHealthSystem.org/familyhealth

At Methodist Family Health Centers and Medical Groups, our care team works hard to make sure our patients receive the highest-quality care at each visit. We believe this goal can be met by each of us, medical team and patient, by making pledges to one another about things related to your medical care.



Our pledge to you

We pledge to:

- Listen to you and support you in your healthcare goals.
- Respect you as a unique individual.
- Use a physician-directed medical team and patient-centered medical home approach so that you are comfortable and feel welcome to be part of the team. There will be times when another member of the team sees you or responds to your phone call.
- Provide treatment options and advice based on current medical evidence. We respect your right to information and will be honest and complete in our communication.
- Respect your privacy. Your medical information will not be shared with anyone else unless you give permission or as required by law.
- Give you timely access to care both in the office and after hours. We are available during the evenings and weekends for urgent advice and care by phone, and we have some evening and weekend visits available. **If you require care after the practice's regular hours, please call our office for instructions.**
- Use technology via our patient portal to offer new and different ways to provide medical care and information to you.
- Provide equal access to all patients regardless of source of payment.
- Provide information (such as written materials and contact information) to uninsured patients, families, and caregivers about potential sources of insurance coverage (like Medicaid).

What you can do

Be in charge of your health:

- Follow our medical advice and treatments, including taking medications as directed, following diet and exercise instructions, participating in educational programs related to your health, and performing routine testing if required. If you are unable to do these things, let us know so that we can try to help.

Participate in your care:

- Be involved in your medical decision-making. Honestly tell us about your medical needs and concerns. Provide us with all the information you have regarding your health and illnesses.
- Consent to allow your health records from other physicians, hospitals, emergency departments, or outpatient centers to be forwarded to this practice so that we can have a complete understanding of the healthcare that you have received outside this office.
- Know the requirements of your insurance company and which services are and are not covered.
- Be prepared to pay your portion of your expenses at the time of the visit. Our practice provides equal access to all patients regardless of source of payment.
- Tell us if you have seen another provider, if they have changed your medications, or if you are taking any over-the-counter medications or supplements including vitamins, minerals, and herbs.

Communicate with your care team:

- We are responsible for coordinating all of your care. Contact us first for all medical issues other than situations that you think are life-threatening emergencies or have the potential to permanently impair your health status. In these types of situations, call 911 immediately to seek emergency medical help.
- As a patient of this facility, you have access to the patient portal (MyChart). This patient portal gives you secure, around-the-clock access to key health information in a unified, convenient, electronic record. You can message your doctor's office directly, access medical history, check billing statements, and make payments. Just request an activation code by emailing mychart@mhd.com or call 214-947-9100.
- If your medical need is urgent but not a medical emergency or if you are unsure whether it is considered an emergency, call us so that we can help direct you to the right care setting. If you have an emergency, call 911 first.
- When you obtain care outside our practice, make sure to give the provider your doctor's information so we can help to coordinate your care.
- Plan ahead regarding prescription refills.
- Keep your office visit appointments. Notify us as soon as possible if you must reschedule.
- Respect our entire staff as unique individuals and as your partners in care.
- Give us feedback so that we can improve our services.