



"CARING FOR OHANA, CARING FOR YOU"



HAMAKUA-KOHALA HEALTH-PATIENT CONTRACT

Welcome and thank you for choosing Hamakua-Kohala Health.

We, as a Patient-Centered Medical Home, are committed to providing you with the best medical care based on your health needs. Our hope is that we can form a partnership to keep your whole self as healthy as possible.

<u>My care team and I will:</u>
• Help you make the best decisions for your care.
• Provide care for any short-term illness, long-term chronic disease, and your over-all-well-being.
• Learn about you, your family, your health goals and preferences so that we can suggest personalized treatments that make sense for you.
• Be available to you after hours for your urgent care needs. After hours phone number 775-7204
• Help keep you up-to-date on all your vaccines and preventive screening tests.
• Communicate clearly with you so that you understand your condition(s) and all your options.
• Work with you to provide options that work best for your medical insurance plan.
• Notify you of your test results in a timely manner.
• Follow-up with you after you have been in emergency care or discharged from a hospital.
• Coordinate your care, as your health needs change.
• Help you arrange your transportation to and from your appointments.
• Always treat you with respect

My team and I look forward to working with you as your primary care provider in your patient-centered medical home.

Your care team: Patient name	Primary Care Provider:
Nurse or Medical Assistant and phone number:	Patient Registrar and phone number:
Referral Specialist and phone number:	Care Coordinator and phone number:



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We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Give feedback to help us optimize your care experience.
- Provide our office with a valid picture ID and insurance card. Be responsible for paying your co-pay at the time of visit.
- If you are uninsured, you may be eligible for a discount. Please see the front desk for patient assistance. Please provide documentation of income.
- Come to each visit with any updates on medications, dietary supplements or remedies that you are using, as well as any questions you might have.
- Notify use if you will be late for your appointment. If it will be more than 15 minutes, we may ask you to reschedule your appointment.
If you need to cancel your appointment, please let us know 24 hours in advance.
- Let us know when you see other health care providers so we can help to coordinate the best care for you.
- Contact us after hours only if your issue cannot wait until the next workday.
- Schedule at least one office visit per year to perform health maintenance.
- Learn about your condition(s) and what you can do to stay as healthy as possible. ASK QUESTIONS when there is something that you do not understand.
- Follow the plan that we have agreed is best for your health and take medications as they are prescribed.
- Contact us if you do not receive your test result within one week.
- If possible, contact us before going to the emergency room or hospital so that we can communicate your medical history to the ER or hospital staff. Follow ER or hospital discharge instructions regarding any follow-up appointments with us.
- Learn about your medical insurance coverage to know what benefits it provides and pay your share of fees when needed.
- Please request your medication refills at least 3 working days before you need the refill
- If you need transportation, either from the HKH van or from your insurance, please request it as soon as you know you will need it and at least 48 hours in advance.
- Treat other patients and staff with respect.
- Bring only service pets into the health center