



Benefits of Your Patient Centered Medical Home

As your primary care provider, I will:

- Learn about you and what affects your health
- I will suggest treatments that make sense for you
- Take care of short-term illness, chronic disease, and your all-around well-being
- Keep you up-to-date on all your vaccines and health maintenance screening
- Make referrals to specialists and coordinate your care with them as your health needs change
- Use current standards of practice to deliver you the best care possible
- Be available to you during and after hours for your urgent needs
- Notify you of test results in a timely manner
- Listen to your questions and feelings
- Communicate clearly with you so you understand your conditions and all your options
- Help you make the best decisions for your care
- Share information about classes, support groups, or other services that can help you self-manage your health
- Provide you access to your health information including electronic access on the patient portal

We trust you, as our patient, to:

- Know that you are a full partner with us in your care
- Provide a complete medical history and any pertinent information that affects your health
- Provide updates on medications, supplements, or over the counter remedies you are using
- Let us know when you see other health care providers including emergency room visits
- Keep scheduled appointments or call to reschedule or cancel in advance of your appointment time
- Ask questions about your care and tell us when you don't understand something
- Learn about your conditions and what you can do to stay as healthy as possible
- Follow the plan that we have agreed is best for your health
- Take medications as prescribed
- Call if you do not receive your test results within two weeks
- Contact us after hours only if your issue cannot wait until the next work day
- When possible, contact us before going to the emergency room, we may be able to help you avoid an ER visit
- Understand that if you need to see another Family Care Clinic provider, they have access to your electronic medical record
- Learn about your health insurance coverage and know who to contact if you have any questions about your benefits
- Pay your share of any fees
- Give us feedback to help us improve our care for you

For written or verbal complaints or grievances contact:

Chief Executive Officer
Bates Co Mem Hospital
615 West Nursery
Butler, MO 64730
660-200-7001

Center for Medicare/Medicaid
Regional Office
601 E 12th Street, St 235
Kansas City, MO 64106
8/1-426-2011

Missouri Department of
Health and Senior Services
912 Wildwood
Jefferson City, MO 65102
573-751-6400