



## Our Memo Of Understanding

Thank you for choosing our Patient-Centered Medical Home medical practice as your home base for your medical care. We appreciate the trust and confidence that you have placed in us. Our goal is to provide you with complete, continuing and personal medical care. In order for this goal to be possible, it is important that we each commit to fulfilling specific responsibilities.

PHYSICIAN AND PATIENT RELATIONSHIP: Both the physician and the patient have responsibilities. By listing them we can better understand the components of a successful relationship between a physician and patient.

We are not attempting to make a written contract, as contracts may mislead patients into expecting a favorable result. Unfavorable results occur with even the best of care.

We will still attempt to describe an optimal physician-patient relationship. It can be described as a series of responsibilities. The patient and the physician act in good faith toward a shared goal, the best health of the patient.

Some of the responsibilities are as follows:

- **Honesty** – The patient is honest in his or her description of symptoms. The physician is honest in discussing the diagnosis and prognosis.
- **Science** – The physician uses medicine proven by scientific methods. The patient does not demand unproven, dangerous treatment.
- **Diversity** – Each patient is a member of a community and has a heritage of customs and diets. The physician works within the framework of the patient’s heritage.
- **Communication** – The physician is clear and straightforward in giving directions. The patient asks questions if he or she does not understand the physician.
- **Respect** – The patient and the physician try to be respectful of each other’s time. The physician provides all the time necessary to provide good care.
- **Fairness** – The physician charges a fair price for his or her services. The patient pays for his or her share of the care.
- **Continuity** – The physician offers reasonable office hours and gives directions for after-hour emergencies. The patient follows the office guidelines in scheduling visits and arranging after-hours care.
- **Referrals** – The physician may refer to specialists or suggest tests that are not done in the Physician’s office. The patient follows his or her health plan guidelines when obtaining these services.
- **Environment** – The patient does his or her best to promote a healthy environment. The physician considers the interaction between the patient’s health and his or her surroundings.
- **Community** – The physician and patient discuss educational and community resources. The patient uses these resources to promote his or her health.
- **Lifestyle** – The patient attempts to follow healthy habits and lifestyles. The physician and patient discuss the patient’s lifestyle and its effect on the patient’s wellbeing.
- **Disclosure** – The physician presents warnings of possible adverse effects of treatment. The patient gives or withholds consent to accept or reject the offered treatment.
- **Sympathy** – The physician to the patient’s medical problems. The patient is sympathetic to the physician’s difficult profession.

Over time a trusting relationship can be built between patient and physician. The physician or patient can break this trust by neglecting any of their responsibilities.

**Please take the time to carefully read this Memo of Understanding and sign your name below.**

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Patient/Guardian Signature

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Physician Signature

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Date