

BWH Primary Care Associates-Patient Agreement

We promise to:	We ask you to:
Provide safe, high quality, and evidence-based care.	Work with all the members of your healthcare team and trust us with your care.
Be respectful, courteous and honest.	Be respectful, courteous and honest.
Partner with you in your care and strive to keep you healthy.	Partner with us in your care and do your best to keep yourself healthy.
Accommodate your communication and physical needs (language, hearing, vision, mobility, or other needs) to the best of our ability.	Make us aware of language, hearing, vision, mobility, or any other needs.
Do our best to take care of your medical needs in a timely fashion, including seeing you for appointments, returning calls, and refilling prescriptions.	Arrive on time, inform us when you are running late or are unable to make your appointment, and call ahead for prescriptions.
Help you manage your medications and take them when needed.	Bring all your medications (or list of medications) to all visits, and let us know when you stop or change the way you are taking medications.
Help facilitate and coordinate your care, including visits to the emergency room, hospitalizations and appointments with specialists.	Notify us whenever you go to an emergency room, are admitted to the hospital or seek care from a specialist.
Get better and better at what we do.	Educate us on how we can best help you by responding to surveys and participating in advisory groups.