

## New River Valley Pediatric Patient-Provider Agreement

Dear Parent or Guardian,

Welcome and thank you for choosing NRV Pediatrics. We are committed to providing your child with a family centered approach to health care. Our hope is that we can form a partnership to keep your child as healthy as possible.

Using a patient centered medical home philosophy we strive to provide you and your family with a coordinated approach to medical care. We want to be your medical home and be the FIRST place you think of for all of your health care needs. By centralizing your care in one place, the potential for errors is minimized. By having access to all of your child's health information, we can provide quality, comprehensive care by focusing on the individual needs of your child. You will be asked to select a primary physician within our practice. We have 10 dedicated pediatricians to choose from. If you are uncertain which physician you would like to use initially, you may schedule appointments with a different provider the first few visits, or you may ask the office manager for assistance in making your selection. Once the physician is selected he/she will see your child consistently for well visits, will manage chronic illnesses, and will see your child when they are sick. It may not always be possible for you to see your primary physician for all services. In the instance in which your provider is not available, you will be able to see another member of the healthcare team. By sharing information by electronic medical record, all members of the health care team will have access to any information that your primary care provider feels is necessary to deliver quality care for your child.

We provide enhanced care through expanded office hours, three convenient office locations, and open communication between patients, physicians, and staff members.

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Primary Care Provider (Doctor): \_\_\_\_\_

New River Valley Pediatrics, your patient centered medical home, will:

- Learn about your child, family, life situation, health goals and preferences. We will take this information into account when making suggestions regarding your child's health.
- Take care of short term illnesses, chronic conditions and provide routine well care for your child.
- Keep your child up to date on all vaccines and preventative screening tests.
- Connect with other members of the health care team (specialists, etc.) and coordinate care with them as your child's care needs change.
- Facilitate mental health care through NRVCS by office based Integrative Mental Health Liaison
- Be available for your child after hours for urgent needs.
- Provide clinical advice during and after hours.
- Notify you of test results in a timely fashion.
- Communicate clearly with you and your child about healthcare related issues that may impact the health of your child.

- Listen to your questions and concerns and help you make the best decisions for your child's care.
- Provide evidence based approaches to care based on the latest established Pediatric standards.
- Provide information about community resources that can help you learn more about keeping your child and family healthy.
- Provide educational resources to promote self-management opportunities to assist you and your child in managing care.

We trust you, as the parent or guardian of our patient, to:

- Know that you are a full partner with us in the care of your child.
- Come to each visit with any updates on medications that your child is currently taking or has taken since the last visit.
- Provide information regarding any changes in your child's medical history since your last visit, including if your child sees another health care provider. That would include emergency room, or urgent care visits. This allows us to provide coordinated care for your child.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Ask questions if you don't understand something regarding your child's care.
- Follow the plan that we have agreed upon for your child. If your child has been diagnosed with a chronic condition (ADHD, Asthma) your primary care provider will discuss the frequency of visits needed to manage the condition.
- Take medications as prescribed.
- Call the office if you do not receive test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency dept. or urgent care center so someone who knows your child's medical history can care for your child.
- Agree that all health care providers on the care team will receive information related to your child's health care.
- Learn about your health insurance coverage and contact your insurance company directly if have questions about your benefits. Ask for information and resources if you need insurance coverage for your child.
- Pay your share of any fees.
- If your child is on medication that requires a monthly refill, that you will call 5 days prior to running out of medication. This will allow your primary care provider to refill your medication.
- Provide accurate address and phone number each visit so that we can contact you regarding your child's care.
- Give us feedback to improve our care for your child.

We look forward to working with you and your child. Thank you for choosing NRV Pediatrics as your child's medical home.

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_