



Medical Home Agreement
Principles of Medical Home

As identified by the patient centered Medical Home collaborative and adopted by Oklahoma Health Care Authority (OHCA), the principles of a Medical Home are as follows:

- A. Personal Physician/Provider** – each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- B. Physician/Provider Directed Medical Practice** – the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.
- C. Whole Person Orientation** – the personal physician is responsible for providing for all the patient’s health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.
- D. Care is coordinated and/or integrated** across all elements of the complex health care system (e.g. subspecialty care, hospitals, home health agencies, nursing homes) and the patient’s community (e.g. family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- E. Quality and safety** are hallmarks of the medical home.
- F. Enhanced access to care** is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.
- G. Office Hours Pediatrics** are 8:00am-5:00pm Monday-Friday / **Adult Clinic Hours** are Monday, Tuesday & Thursday are 9:00am-1:00pm & 2:00pm-6:00pm Wednesday 8:00am-1:00pm & 2:00pm-6:00pm Friday 8:00am-12:00pm & 1:00pm-5:00pm
- H. Our office is closed on the following holidays:** Christmas, New Year’s Day , Memorial Day, Labor Day & Thanksgiving Day
- I. Contacting Our Office** during regular business hours call for pediatrics (580) 355-5242. Adults (580) 248-5242. If after hours please call Comanche County Memorial Hospital (580)355-8620 and ask that the provider on call be paged.
- J. Medication refills** call 1 week before prescription is out . Allow 72 hours for prescription to be filled.

Patient Information and Responsibilities

As a SoonerCare member, or any patient receiving services, there are rules you must follow.

It is your responsibility to:

- Be aware of PCP’s office hours so you will know when you can be seen.
- Call for an appointment as early as possible, keep your appointments.
- You may have to wait up to three (3) weeks to be seen for checkups and shots.

Even if you have an appointment, once you arrive you may have to wait past your appointment time to see your PCP. You should ask to reschedule if you cannot wait.

If you cannot keep your appointment, you must call the provider's office at least 24 hours before your appointment. Your provider may ask to dismiss you as a patient if you continually miss appointments.

When you call your PCP you should always:

Tell the staff why you need an appointment.

Have your medical ID card available, if insured.

Call your PCP's office if your problem gets worse before your scheduled visit. Ask to speak to the nurse. Tell the nurse what symptoms you have and ask if you should be seen sooner.

During your PCP visit you should always:

Give staff the information they need to help you. This includes telling them about your symptoms.

Tell your PCP your medical history.

Take shot records to PCP appointment.

Inform PCP of all prescription drugs, over-the-counter medications, and herbal supplements you are taking.

Inform PCP of any medical equipment you are using.

Inform PCP of any other health care appointments.

Follow the treatment plans and guidelines that your PCP gives you.

Please also keep in mind:

Your PCP will refer you to a specialist as needed. You will get a referral only if indicated by your PCP.

You must get a referral BEFORE you go to a specialist. If you are a Soonercare member or another insurance coverage, the specialist must be a provider with Soonercare or your insurance carrier.

Do not ask your PCP for a referral AFTER you have seen a specialist.

If your PCP gives you a referral for a service, that is not covered by insurance you will have to pay for it.

If your PCP gives you a referral for a service and you are uninsured you will have to pay for it.

If you do not keep your appointment, the specialist may not give you another one.

Provider will not give a prescription he/she does not determine is needed.

In most cases, the provider cannot see you in the office the same day you call.

Soonercare allows unlimited PCP visits monthly.

Soonercare limits specialty visits to 4 times per month.

After-Hours Coverage:

Provider will arrange for call coverage when he/she is unavailable to you.

If you are a Soonercare member, you may call the Patient Advice Line at 1-800-530-3002 after 5 p.m. weekdays or anytime on the weekends and holidays.

If you think you have a true *medical* emergency, go to the nearest emergency room or call 911 (or your local emergency number).

As a patient you should expect Provider and staff to treat you professionally and respectfully. It is also expected that you and your family members will treat Provider and office staff respectfully and will refrain from using rude, offensive, or threatening behavior. IF you are a Soonercare member, you may call the Soonercare Helpline to report complaints or concerns regarding provider and staff: 1-877-252-6002.

I have read and understand the Patient Rights and Responsibilities. I agree to follow the rules as listed above and as stated in the SC Member Handbook, if I am a Soonercare Member.

Patient Name Printed: _____

Patient Signature: _____ Date: _____

Staff Signature: _____ Date: _____