

Patient Centered Medical Home

A Patient-Doctor Partnership



We are enhancing the care we deliver by transforming the “doctor’s office” to a Patient Centered Medical Home

The Patient-Centered Medical home (PCMH) is based on years of research that supports the need to improve how primary care is delivered. By following a patient-centered approach, every part of the health care system stands to benefit: patients, providers, employers and payers.

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Office Hours: Mon-Thur 8am - 7pm
Friday 8am - 5pm
Saturday 8am - 12pm
(urgent care only)

At Longs Peak Family Practice, our primary goal is to provide the best possible care to every patient. The only way to meet this goal is to build a trusting partnership between an informed patient, the patient’s doctor and the health care team. A medical home is a team approach to providing patients with the best health care.

To fulfill this partnership, we will:

- **Respect you as an individual**
 - Explain diseases, treatments and results.
 - Listen to your feelings and questions to help you make decisions and set healthy goals.
 - Keep medical information and records private.
- **Provide safe and qualified care**
 - Provide you with your own doctor.
 - Provide clear directions about medicines and treatments.
 - Send you to trusted experts, if needed.
 - End every visit with clear instructions about expectations, treatment goals, medicines and future plans.
- **Strive to build flexibility to schedule you with your personal physician/provider whenever possible**
 - Provide 24-hour phone access to the health care team.
 - 7 days a week/ 365 days a year.

In return, we trust you to:

- **Be in charge of your health**
 - Learn about wellness, preventing disease and healthy decisions.
 - Learn what your insurance covers.
 - Be honest and thorough about your history, symptoms and any changes in your health.
 - Tell us about any medications you are taking or refills you need.
 - Tell us when you see other doctors, medications they have prescribed and ask them to send a report about your care.
- **Be a responsible patient**
 - Take all your medications and follow your treatment plan, or tell us if you cannot do so.
 - Respect us as partners in your care.
 - Pay your share of the office visit fee when you are seen in the office.
 - Keep your appointments as scheduled or call and let us know if you need to cancel.
- **Communicate with us**
 - Ask questions, share feelings, be a part of your care.
 - Call your doctor first with all problems, unless it is a medical emergency.
 - Provide us with feedback.
 - End every visit with a clear understanding of your doctor’s expectations, treatment goals and future plans.
 - See our website for information about contacting us electronically.