

St. Augustine Pediatric Associates, P.A.

Patient Centered Medical Home Patient & Provider Responsibilities

The health and wellness of our patients is the main focus at SAPA. We value your loyalty and wish to assist in keeping your family healthy. Providing outstanding care that exceeds standards and meets the varying needs of all children is our top priority goal. To achieve this goal, the providers and patients must work together. This working together idea is the foundation for *Patient Centered Medical Home (PCMH)*.

PROVIDER Responsibilities:

- Listen to patients' questions and concerns to provide appropriate medical treatment.
- Make the management and treatment plans for your child's condition easy to understand.
- Make sure all patients have a good understanding of all medications prescribed and their treatment plan goals.
- To coordinate care for my patients as needed to a specialist in all fields and local facilities when necessary.
- Make sure patients receive medical care when the office is open, by providing *Same Day Appointments*.
- Provide alternate care information about appropriate Urgent Care Facilities when the office is closed.
 - A list of facilities is available on our website, www.staugpediatrics.com
- Give medical condition specific written education materials and/or resources to assist in self-management.

PATIENT Responsibilities:

- Ask questions about condition or illness and take an active role in your child's care.
- Give details and honest history of your entire family.
- Provide up to date information and/or changes in your child's health at each visit.
- Make sure your child is taking all medications prescribed as directed by your provider, and provide information about any over the counter medications (including herbal medications) that your child is taking.
- Keep all scheduled appointments with your child's provider and other specialist(s).
- Talk about and be involved in your child's treatment plan with the provider, be sure to follow orders as provided.
- Contact your **PCMH provider** first with medical problems, unless it is a medical emergency.
- Avoid using the Emergency Room in non-emergency situations. Instead, use recommended Urgent Care Facilities.
- Bring all discharge papers from the Emergency Room, Hospital, and/or Urgent Care Visits.
- Inform your provider of all self-referred visits, or special test(s). Bring documents when available.
- Provide personal email address for easy access and easy contact.

Additional information:

1. Website: www.staugpediatrics.com
2. Clinic Hours of Operation: Monday-Friday, 8:30am to 5:00pm.
3. Interpretive Services are available for language and hearing impaired. Please contact your insurance plan to ensure these services are not covered prior to requesting from SAPA. Advance notification of (5) business days is required for this service to allow time for scheduling.
4. Patient Portal is available for all SAPA patients. Please contact our front office staff to request access. A valid email is required for registration.
5. Available on the patient portal:
 - Access to your medical care details
 - Medication refill requests
 - Ask your provider a question
 - Ask general questions
 - Pay your bill
 - Referral requests