



Third Coast Family Practice strives to be your **PATIENT CENTERED MEDICAL HOME**. This national model for delivering care recognizes that the best health care is the result of a **Patient-Provider Partnership**. A Medical Home is the hub of all information and communication so that you and Dr. Matheson can work together to keep you healthy, use appropriate preventative services, and successfully manage illnesses.

As your Medical Home, we trust you to:

- Ask questions, share your feelings and be part of your care.
- Provide timely updates to changes in your personal information and insurance.
- Be honest about your medical history, symptoms, and how you take your medications. Tell us of any vitamins, supplements, or illegal drugs you use. Tell us promptly of any changes in your health or well being. If your memory isn't good, bring an advocate with you to appointments.
- Take all your medicine and follow your medical provider's advice. Tell us if cost or some other reason is preventing you from following Dr. Matheson's advice.
- Make healthy decisions about your daily habits and lifestyle.
- Be sure to tell us about treatments, medicines or testing provided by other doctors.
- Be timely and keep your scheduled appointments. Come prepared with questions and reschedule in advance if necessary.
- Call your Medical Home FIRST with all medical problems, unless it is a medical emergency.
- End every visit with a clear understanding of your doctor's expectations, treatment goals, prescriptions needed and future plans.

As your Medical Home, you can trust us to:

- Explain diseases, treatments, and results in an easy to understand way.
- Listen to your concerns and questions. Assist you in making healthy decisions about lifestyle and health care matters.
- Keep treatments, discussions and records private.
- Provide 24 hour access to medical care and same day appointments for urgent medical needs.
- Provide instructions on how to meet your health care needs when the office is not open.
- Provide considerate, respectful, and high quality medical care. Send you to trusted experts when needed and coordinate your care with them.
- Respect your cultural, spiritual and personal values, and preferences.
- Respect your time. If the physician is running late, you will be notified and given the opportunity to reschedule.
- End every visit with clear instructions about expectations, treatment goals, prescriptions needed and future plans.