

Oakland Physician Network Services

Patient-Provider Partnership

A GUIDE TO WORKING TOGETHER THROUGH YOUR PATIENT CENTERED MEDICAL HOME.



PATIENT-CENTERED

Your needs, values, and preferences come first.



COMPREHENSIVE

We care for you at every stage of life.



COORDINATED

Your care team works together for you.



ACCESSIBLE

We make quality care easy to get when you need it.



Our goal is to build a lasting partnership focused on your health, wellness, and quality of life.

We look forward to being part of your health care journey and helping you achieve your best possible health.

We believe the best health outcomes happen when you, your provider, and your care team work together.

Our team is committed to providing patient-centered, comprehensive, coordinated, accessible, high-quality, and safe care at no additional cost or inconvenience to you.

You are an important partner in your health. Together, we can help you achieve your health goals, manage ongoing needs, and support your overall well-being.

KNOW WHERE TO GO



CALL YOUR PCP

- Cold, cough, fever
- Sore throat or ear pain
- Medication questions or refills
- Minor symptoms & ongoing concerns
- Follow-up care



GO TO URGENT CARE

- Sprains or minor injuries
- Minor cuts needing stitches
- Rashes or mild infections



ER OR CALL 911

- Chest pain
- Trouble breathing
- Signs of a stroke
- Severe bleeding
- Serious injury or severe allergic reaction



AS A PATIENT, *We ask you to:*

- ✓ Provide updated insurance and contact information
- ✓ Treat all staff and other patients with respect
- ✓ Make healthy lifestyle choices including diet, exercise, and avoiding tobacco
- ✓ Follow the care plan agreed upon with your provider
- ✓ Keep scheduled appointments or call ahead to reschedule
- ✓ Take an active role in your healthcare decisions
- ✓ Ask questions when you do not understand your diagnosis or treatment plan
- ✓ Be honest and complete about your health history and current symptoms



PRIVACY & COORDINATION

To provide you with the most comprehensive care possible, your health information may be shared among members of your care team. This coordination ensures that all providers involved in your care have the information they need to make the best decisions for your health.

All sharing of information is done in accordance with HIPAA regulations and our privacy policies.



AS YOUR HEALTHCARE PROVIDER, WE WILL:

- ✓ Treat you with dignity, respect, and compassion
- ✓ Provide 24-hour access to medical advice through our on-call service
- ✓ Offer same-day appointments for urgent needs
- ✓ Coordinate referrals to specialists when needed
- ✓ Provide preventive care and wellness screenings at all times
- ✓ Maintain your privacy and confidentiality
- ✓ Listen carefully to your concerns and questions
- ✓ Explain your condition and treatment options in clear, understandable language

Working together for a healthier you.



Thank you for being an active partner in your care!