

As a member of the Legacy Medical Home Team, I, the patient or guardian, will:

Let my Legacy team know at least 24 hours in advance when I am unable to keep a scheduled appointment.

Let my Legacy team know when I have moved or changed phone numbers, so my contact information is correct.

Call the pharmacy for medication refills at least three (3) business days before running out.

Treat Legacy team members with respect as we partner together for care. Provide my Legacy team feedback so services can improve.

Take medications as prescribed and follow the treatment plan; if I cannot do this, I will let my Legacy team know.

Inform the Legacy team when I see providers outside of Legacy and tell my team what medications were prescribed or changed, what tests or treatments were done, and any other services performed related to my health.

Understand my health risks and conditions; ask questions and learn ways to improve my health and prevent illnesses.

Provide my Legacy team any information regarding: health condition, medical history, illnesses, medications (including over the counter/herbal or supplements), visits with specialists, recent test results, ER visits, and hospital stays.

The Legacy team will continue, for you as a patient or guardian, to:

Respect you as an individual—we will not make judgments based on race, religion, sex, age or disability.

Respect your privacy; medical information will not be shared with anyone unless you give us permission or it is required by law.

Provide evidence-based care by a team of people (nurses, social workers, medical assistants, nutritionists and support staff) led by your responsible provider who will watch over all your care.

Give care that meets your needs and fits with your goals and values.

Answer your calls and questions as soon as possible, even after normal business hours; 24 hours a day, 7 days a week.

Remind me when it is time to have any check-ups or tests. Help me stay healthy by teaching me to make better choices.

Improve my care by using technology—like Electronic Health Record and always strive to improve Legacy's services.

Help me get the care needed, even if it is outside of my Legacy team.