



Welcome and thank you for choosing Children's Primary Care Medical Group (CPCMG). We are committed to providing you with the best medical care based on your health needs.

It is our passion to form a partnership with you to restore you to good health when you are ill; to maintain your good health; and to promote physical and emotional well-being.

Your commitment to your patient-centered medical home clinic will provide you with an expanded care model. We will work with both you and your other health care clinicians to take care of you. You will also have access to your healthcare team through the secure CPCMG patient portal MyChart.

PACT **Patients And Clinicians/Care Team Together**

Our COMMITMENT to Your Child's Health Care

- Greet you with a warm welcome
- Respect and listen to you
- Acknowledge the importance of your concerns
- Respect your privacy & keep your medical records confidential
- Recognize your strengths & respect your unique qualities
- Value your time and make our time together count
- Include you in your care and offer you choices
- Communicate clearly with you about your health care plan and notify you of test results in a timely manner
- Provide resources to help you with the health care system and after-hours care

Your COMMITMENT to Your Child's Health Care

- Attend ALL WELL Visits
- Be an active participant in your child's health care and keep all scheduled appointments
- Contact our office to cancel or reschedule as soon as possible
- Understand your health insurance coverage and bring your updated health insurance card to each visit
- Prepare for your visit:
 - Complete on-line questionnaires prior to arriving.
 - Bring your vaccine card, school physical forms, and any other forms needed
- Ask questions until you understand the treatment plan
- Schedule Sick and Return visits in between for any on-going/chronic or new health concerns as needed.
- Provide open, accurate and timely information about your child's health
- Update your child's health care team with any changes in your family's health
- Complete ALL labs, imaging, and specialty appointments
- **Respect all members of your child's health care team**