

# Patient/Provider Agreement

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Welcome and thank you for choosing our practice. We are committed to providing you with the best medical care based on your health needs. Our hope is that we can form a partnership to keep your whole self as healthy as possible, no matter what your current state of health is.

Your commitment to our “patient-centered practice” will provide you with an expanded type of care. We will work with you and other health care providers as a team to give you the best care possible. You will also have better access to our providers through our patient portal.

Please read the listed expectations that we as a provider promise to fulfill and ask that our patients commit to. If you have further questions about these agreements, please feel free to ask our staff. We look forward to working with you and as your primary care provider.

## **As your primary care providers, We will:**

- Learn about you, your family, your life situation, health goals and preferences. We will remember these and your health history every time you seek care and we will suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventative screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs at Physicians Exchange, (808) 524-2575.
- Communicate clearly with you so you understand your condition(s) and all of your options.
- Listen to your questions and feelings. We will respond promptly to you – and your calls – in a way that you can easily understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups and other services that can help you learn more about your condition and provide support for you to stay healthy.

## **We trust you, as our patient, to:**

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements or remedies you’re using and any questions that you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don’t understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health.

- Take medications and or supplements as prescribed. Should you need a prescription filled, please contact our office *at least 1 week prior* to when the medication is needed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room. We know your medical history and this information will support you in receiving the best care possible.
- Agree that all health care providers in my care team will receive all information related to your health care.
- Learn about your health insurance coverage and contact your insurance company if you have any questions about your benefits.
- Pay your share of any fees.
- Give us feedback to help us improve our care for you.

Provider Signature

Printed Provider Name

Date

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Patient Signature

Printed Patient Name

Date

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Parent/Guardian Signature

Printed Parent/Guardian Name

Date

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