

# PMA Patient Responsibilities

- **PREVENTATIVE CARE** – we want what is best for your health and expect that you remain up to date on all of your preventative care such as cancer screenings and vaccines
- **APPOINTMENTS**
  - you should always have a follow up and annual exam scheduled
  - It is your responsibility to keep up with your scheduled appointments, reminders are a courtesy only
  - Failure to come to your appointment or to reschedule with more than one business day notice will result in a charge to you that is not covered by your insurance, repeated failure may result in dismissal from the practice
- **TEST RESULTS** – you are responsible for following up on all tests ordered, you may view your results in your patient portal or schedule a follow up appointment to discuss your results
- **REFILLS** – all refills require an appointment – in person/telehealth/portal – as appropriate
- **Chronic Care Management** – PMA offers CCM services in house. Patients who are participants in our CCM program may receive their refills and test results from the CCM staff. CCM patients are still expected to come in for their scheduled appointments
- **SICKNESS/INJURY** – we have same day appointments available M-F, you schedule these by calling 393-3686. As a patient of PMA you are expected to see us for your sickness and not urgent care and to use the Emergency Room for true emergencies only.
- **BILL PAYMENT** – we are a small business staffed with members of our community and we expect that you pay for your medical services at the time of your appointment so that we can continue to serve our community
- **BEHAVIOUR** – we understand that things don't always go as we would like them to and we are happy to work with you to help solve any problems that arise, however we will not tolerate yelling, cursing, threatening or abusive language or behaviors