POLICY AND PROCEDURE
FOR
PATIENT PROVIDER AGREEMENT EDUCATION AND DISTRIBUTION GUIDELINES

Practice Name__________________

Purpose:

The purpose of this policy and procedure is to educate all staff on the Patient-Provider Agreement and to develop process for distributing the Agreement after the education has occurred.

Policy Statement:

It is the policy of this Practice to provide staff education on the Patient-Provider Agreement. It is also the policy of the Practice to distribute the Agreement in a systematic way to our patients; making sure they understand the agreement. The Practice will work to make resources available for staff to review and increase their awareness about the Patient-Provider Agreement and Patient Centered Medical Home.

General Procedures:

1. All staff (administration, physicians and office personnel) will be provided with training materials and training session(s) that will include, but not limited to the following:
    a. Documents and patient education tools that explain PCMH concepts and outline patient and provider roles and responsibilities
    b. Education and training on patient-provider partnership concepts and patient communication processes.
    c. Distribution guidelines for patients receiving the Patient-Provider Agreement.
    d. Mechanism and process to document establishment of Patient-Provider Agreement in medical record or patient registry.
2. Staff designated to respond to Patient-Provider Agreement questions are: clinical staff designated by provider or practice manager.

3. Documentation of the educational sessions will be filed in each employee file as well as the Practice PGIP binder.
4. All the newly hired employees will be required to be educated on the Patient-Provider Agreement and the distribution guidelines.
5. Any updates to the Patient-Provider Agreement policy and procedures will result in prompt documentation and implementation of the revised policy and procedure. This will be communicated to all the physicians, administration and staff in a timely manner. This will be the responsibility of the practice manager.

Distribution Guidelines:

a. Determine if patient has received Patient-Provider Agreement
b. Distribute Patient-Provider Agreement to patients at time of appointment
c. Direct patient to read Patient-Provider Agreement while waiting to see physician
d. Discuss all question with a trained medical professional
e. Document that the patient has read the Patient-Provider agreement in a medical record or patient registry.

Policy and Procedure adopted by ___________________________ ________
Authorized Practice Representative Date