

Prism Health Collaborative Care Agreement

At Prism Health, our goal is to work towards supporting our community in achieving each individual’s health goals. This means making safe, effective, and timely patient-centered care our priority. The Collaborative Care Agreement will provide clear expectations as we work together to build mutual trust and understanding.

We know that creating a safe and therapeutic environment for patients and staff relies heavily on quality communication. This will help foster a healthcare experience that revolves around collaborative decision making between you and your Care Team.

What you can expect from us:

- **MyChart messages** will be responded to within 3 business days.
- **Medication refill requests** will be completed within 3 business days. The most efficient way to request a refill is through your pharmacy. New medication requests should be discussed in an appointment.
- **Phone Calls** will be answered within 2 business days.
- If a staff member feels their physical or emotional safety is being compromised by you, we may contact you to come to a mutual understanding and resolution.

Our expectations:

- MyChart messages should not be used for urgent medical care. Urgent concerns should be directed to the nurse triage line or call to schedule a same-day appointment for evaluation. If you think you are having a medical emergency, please go to the emergency department or call 911.
- MyChart messages and phone calls are checked during business hours (Monday through Friday from 8 until 5 pm). After-hours calls will be routed to the nurse triage line. This should be reserved for urgent healthcare needs only.
- Multiple requests (via phone or MyChart) create additional administrative work, which results in a delay of care for all patients. For us to provide care most effectively, please refrain from sending multiple messages in a 24-hour period.
- Appointment cancellations should occur at least 24 hours before the scheduled start time. If a patient cancels within one hour of an appointment, fails to attend an appointment, or is ten (10) or more minutes late for an appointment, it will be considered a no-show. Three consecutive no-show appointments will result in same day scheduling. Regular scheduling will be reinstated after attendance at two consecutive appointments. Patients will receive notification of a no-show either by phone call or MyChart message. At Prism Health, we strive to provide trauma-informed care for our patients and foster a safe supportive work environment for our staff. Many people have a history of negative experiences in healthcare. Our goal at Prism is to nurture a different kind of healthcare experience, grounded in mutual respect.

Thank you for working with us and trusting us in your care.

Patient Name

Patient Signature

Today’s Date