

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.
- We may contact you to come to a mutual understanding and resolution if a staff member feels that their physical or emotional safety is being compromised.

Our expectations:

- MyChart messages should not be used for urgent medical care. Urgent concerns should be directed to the triage line or call to schedule a same-day appointment for evaluation. If you think you are having a medical emergency, please go to an 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. In order for us to most effectively provide care, please refrain from sending multiple messages in a twenty-four hour period.
- Appointment cancellations should occur no less than 24 hours prior to the scheduled start time. If a patient cancels within one hour of an appointment, fails to attend an appointment, or is 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

Date