

PATIENT RESPONSIBILITIES

TO OUR VALUED PATIENTS

We at Total Health Care, Inc. want to ensure that our members receive the best health care achievable by taking responsibility for their health care.

These responsibilities include:

- 1. Make an appointment for all care, except emergencies. Keep your appointment and be on time.**
- 2. Call at least 24 hours in advance to cancel appointments if you cannot keep your scheduled appointment date.**
- 3. Call your Center when having medical problems that cannot wait until your next appointment date.**
- 4. Bring your membership and/or insurance card(s), and a photo identification with you every time you visit the Medical Center.**
- 5. Follow your physician and other provider's instructions, including bringing your medications with you when requested.**
- 6. Notify your Center about any changes in your address, phone number or emergency contact person.**
- 7. Call the emergency number of your Center when possible before going to the emergency room.**
- 8. Receive all medical services from your Center unless referred by your Total Health Care provider.**
- 9. Not visit other medical doctors unless referred to them by your Total Health Care provider.**
- 10. Call before you come in for prescription renewals. We can serve you better if we know your needs.**
- 11. Make sure you understand and follow your provider's instructions for your health care.**
- 12. Notify Total Health Care of a change in your eligibility status.**
- 13. Notify Total Health care of a change in your insurance coverage.**



Total Health Care