



# Lower Lights

## Christian Health Center

### Patient-Doctor Partnership

We are enhancing the way we deliver care by transforming the “doctor office” to a Patient Center Medical Home.

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At the practices of Lower Lights Christian Health Center our primary goal is to provide the best possible care to every patient. The only way to meet this goal is to build a trusting partnership between an informed patient, the patient’s doctor and the health care team. A medical home is a team approach to providing patients with the best health care.

Lower Lights Health Center  
1160 W Broad St  
Columbus, OH 43222

Lower Lights Nursing Center  
777 W State St  
Columbus, OH 43222

Lower Lights Shared Services  
1251 W Broad St  
Columbus, OH 43222

Lower Lights German Village  
1560 S High St  
Columbus, OH 43207

Lower Lights 5<sup>th</sup> Ave  
171 E 5<sup>th</sup> Ave  
Columbus, OH 43201

Lower Lights Cooper Road  
6000 Cooper Rd  
Westerville, OH 43081

Lower Lights UnionStar  
773 S Walnut St  
Marysville, OH 43040

#### To fulfill this partnership, we will:

##### Respect you as an individual

- ✓ Explain diseases, treatments and results
- ✓ Listen to your feelings and questions to help you make decisions and set healthy goals
- ✓ Keep medical information and records private

##### Provide safe and qualified care

- ✓ Provide you with your own provider team
- ✓ Provide clear directions about medicines and treatments
- ✓ Send you to trusted experts, if needed
- ✓ End every visit with clear instructions about expectations, treatment goals, medicines and future plans

##### Strive to build flexibility to schedule you with your personal physician/provider whenever possible

- ✓ Provide 24-hour phone access to the health care team

#### In return, we trust you to:

##### Be in charge of your health

- ✓ Learn about wellness, preventing disease and healthy decisions
- ✓ Learn what your insurance covers
- ✓ Be honest and thorough about your history, symptoms and any changes in your health
- ✓ Tell us about any medications you are taking or refills you need
- ✓ Tell us when you see other doctors, medications they have prescribed and ask them to send a report about your care

##### Be a responsible patient

- ✓ Take all your medications and follow your treatment plan, or tell us if you cannot do so
- ✓ Respect us as partners in your care
- ✓ Pay your share of the office visit fee when you are seen in the office
- ✓ Keep your appointments as scheduled or call and let us know if you need to cancel

##### Communicate with us

- ✓ Ask questions, share feelings, be a part of your care
- ✓ Call your provider first with all problems, unless it is a medical emergency
- ✓ Provide us with feedback
- ✓ End every visit with a clear understanding of your provider’s expectations, treatment goals and future plans