



Sunset Country FHT Nurse Practitioner Clinic

Patient - NP Partnership Agreement

Welcome to the SCFHT Nurse Practitioner Clinic!

We are committed to providing our community with timely access to high-quality, personalized primary care services. In order to make sure you benefit as much as possible from your care experience, we ask that you consider yourself an active partner on your health & wellness journey. We view the patient-provider relationship as a partnership that has roles and responsibilities for each person. Before you agree to join our practice, please take the time to read this agreement carefully.

Nurse Practitioners (NP) are Registered Nurses with advanced education who work autonomously (independently) and also in collaboration with other healthcare/support professionals. The NPs in our clinic possess postgraduate-level education, which means we have each completed between 6 and 7 years of university study. Our approach to providing care is holistic & patient-centered. We want to get to know you as a whole person, not just a list of symptoms or diagnoses. We will assess and help you to understand how your unique life circumstances (family history, nutrition, stress level, physical activity, etc.) can affect your health. We are hoping that, in partnership with you, we can work towards making healthy lifestyle changes that will keep you well and reduce your risk of developing illness. We would also encourage you to think about what being “healthy” or “well” means to you and if anything needs to change to get you there. This is important to think about, not only at our visits, but everyday when you make decisions about what you eat, how active you are, what time you go to sleep, how much time you spend in front of a screen, etc.

As your NP Team, *our* responsibilities are:

- To work with and empower you to achieve and maintain your health & wellness goals
- To listen to your story and ensure your unique needs/preferences are included in care planning, goal setting, etc.
- To provide a safe, supportive, respectful and inclusive environment
- To keep your personal health information confidential in accordance with the *Personal Health Information Protection Act (PHIPA)*
- To keep your medical records accurate and up-to-date with the information we receive
- To provide high-quality, comprehensive primary care services that include:
 - Health Promotion (education & care focused on how to stay well)
 - Preventive (reducing risks/screening for disease, immunizations)
 - Acute/Episodic (issues that need to be seen within a few days)
 - Chronic Disease Management
 - Prenatal Care for Low-Risk Pregnancies
 - Well Baby/Child Assessments & Immunizations
- To communicate with you in a timely way related to results, follow-up, etc.
- To ask for your input on a regular basis related to clinic operations & healthcare services



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As a patient of the NP clinic and an active partner in your healthcare, *your* responsibilities are:

- To behave in a safe and respectful way within the clinic, which includes turning your cellphone off or switching to vibrate mode when in the waiting room and putting it away during your appointment
- To understand your health issues and treatments
- To keep a list of your current medications and reasons why you are taking them with you at all times
- To request medication refills at least 2 weeks before you run out, which should be done by fax from your pharmacy; there will be times when we need to see you in person to refill your medications and we will let you know how often/why this is required
- To be on time for appointments and call to cancel if you are unable to attend
- To attempt to book an appointment with us for non-emergent issues before going to the emergency room or other clinics
- To communicate your health concerns with us honestly and completely
- To ask questions; to let us know when you don't understand or remember something
- To be registered/rostered with only one primary care provider
- To keep your prescriptions & allergy information at only one pharmacy as much as possible, which lowers the risk of unsafe medication use
- To update the NP Clinic, pharmacy, and/or other healthcare services that you use with any changes to your personal information (eg. address, phone number, health card)
- To let us know when you have been seen by other healthcare providers and request that records from these visits be faxed to us at (807) 468-3978
- To participate in patient surveys so we can continue to improve!

The Nurse Practitioner Clinic (NPC) is a primary care clinic (not a walk-in) and patients will be seen by appointment only. We reserve the right to de-register you from our patient group if there are any concerns related to improper treatment of providers/staff or other patients, non-adherence with clinic policies and/or other issues that may arise.

If you are in agreement with the above and would like to have your care provided by our clinic, please sign below.

Patient/Guardian/Proxy Signature

Date

Nurse Practitioner Signature

Date