



## PRIMARY CARE / SPECIALTY CARE MASTER SERVICE AGREEMENT

### Principles and Philosophy

#### WE BELIEVE . . .

- We should strive to provide the right care, at the right place, the first time
- The goal of collaboration between specialty care and primary care providers is to provide high quality and efficient patient centered care
- The patient-physician relationship is the primary driver of overall satisfaction
- That physician-to-physician communication improves patient care
- Primary Care Providers need to be supported in working to their full scope of practice
- Specialists serving in a consultant role to the Primary Care Providers should see the patients they are uniquely qualified to diagnose and treat
- To be successful, we must strive to make the collaboration between specialty practices and primary care practices personalized so that patients, clinicians and staff feel that someone “cares about me” and “knows me”
- It will take courage and personal and organizational accountability to achieve these goals in the current market environment

As a member of the Community Physicians of Maine in conjunction with MMC PHO, I commit to take action to realize this vision.

Physician Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# MASTER SERVICE AGREEMENT

PRIMARY CARE	SPECIALTY CARE
<b>Referral Guidelines</b>	
<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Adopting a mutually agreed upon referral form that contains consistent language and formatting</li>   <li>➤ Providing and receiving respectful feedback to/from specialists to promote the objectives of these guidelines</li> </ul>	<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Adopting a mutually agreed upon referral form that contains consistent language and formatting</li>   <li>➤ Contacting all referred patients promptly and redirecting patients, as appropriate</li>   <li>➤ Providing and receiving respectful feedback to/from the referring primary care provider to promote the objectives of these guidelines</li> </ul>
<b>Patient Management</b>	
<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Adopting specific guides to care and referrals as they are developed</li>   <li>➤ Caring for patients with a holistic approach which, when appropriate, might vary from standardized guidelines</li>   <li>➤ Providing timely and appropriate patient information to the specialist</li>   <li>➤ Reading the consultation and follow-up care plans developed by specialist</li>   <li>➤ Resuming care for patients once discharged from the specialist</li>   <li>➤ Contacting the patient, if deemed appropriate, when notified of the patient's failure to keep their initial consultation appointment</li> </ul>	<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Adopting specific guides to care and referrals as they are developed</li>   <li>➤ Caring for patients with a holistic approach which, when appropriate, might vary from standardized guidelines</li>   <li>➤ Developing patient care plans when indicated, with clear instructions for patient follow up</li>   <li>➤ Communicating patient care plans to the referring Primary Care Provider and patient</li>   <li>➤ Providing timely follow up with patients as needed, particularly if a specialty specific medication or test has been ordered</li>   <li>➤ Communicating to the referring Primary Care Provider when patients fail to show for their initial consultation appointment</li> </ul>
<b>Availability</b>	
<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Providing accessible contact via my pager, phone, email or office relay</li>   <li>➤ Arranging for coverage when I am unavailable</li> </ul>	<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Providing accessible contact via my pager, phone, email or office relay</li>   <li>➤ Arranging for coverage when I am unavailable</li> </ul>
<b>Education</b>	
<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Maintaining the skills necessary to meet the mutually agreed upon scope of practice, and participating in available educational opportunities</li> </ul>	<p>I commit to:</p> <ul style="list-style-type: none"> <li>➤ Adopting or developing updated, specialty pertinent guidelines and protocols that are easy to access and follow, and provide needed educational opportunities</li> </ul>

Initials: \_\_\_\_\_