



## Sojourns' Statement of Intent and Expectation for Primary Care Patients

Thank you for choosing Sojourns for your primary care needs. We want to work with you to achieve long term health, as well as to effectively address your immediate health challenges.

Sojourns was founded in 2000 with the intention of being a model for change in healthcare. Since that time, we have worked hard to create a different kind of healthcare facility, and to partner with our patients to provide them with high-quality integrated care, and the tools they need to take an active role in their own healing process. We recognize that the service we offer and the way we work may not be the best match for everyone. We are committed to active and clear communication so that you can make a wise choice about whether Sojourns is a match for your primary care needs.

In order for us to work together effectively, it is important that you understand our philosophy of care and our expectations. At Sojourns, we know your own active participation in your care is essential for good results. We expect to partner with you in creating conditions that will support you in reaching your healthcare goals. Please read through the following points to help get a clearer picture of what we offer:

- We work with you to create treatment plans that will meet your goals, and will work with your lifestyle. Once these plans have been agreed upon, we expect you to comply with the recommended protocol, or to explore with us whether/how the protocol can be changes and still meet your goals. We often recommend lifestyle and dietary changes. If you're not interested or able to participate in creating a plan and complying with it to this degree, we ask that you seek another primary care facility.
- We offer acute care hours every day. If you call before 3pm with an urgent need, we will offer you a same-day appointment. The appointment will NOT always be with your PCP, but will be with a qualified colleague who is part of our collaborative team.
- If you need to contact your PCP by phone regarding your care, your call will be directed to our nursing triage line to ensure prompt attention. If we receive your call before 4pm, we will call you back on that same day. Calls received after 4pm may be returned the next morning.
- Requests for prescription refills will be responded to within 72 hours. Please be sure to call well in advance of running out of any important medications.
- We provide 24-hour phone coverage, but we do NOT have emergency services available. **If you have an emergency, please call 911** or report to your nearest Hospital Emergency Department or Urgent Care Facility.
- We work with Hospitalists at Brattleboro Memorial Hospital and at Springfield Hospital. We do NOT admit patients to hospitals, and we do NOT attend to patients in hospitals. We will communicate with the physician in the hospital, but we will not be on-site to see you there or to actively participate in your care. If it is important to you that your doctor attends you in the hospital, we ask that you choose another primary care provider.
- If you live more than an hour away, we ask that you seek a primary care provide in your area. You can ask your PCP for a referral to Sojourns for the specialized care we can provide. We are happy to communicate with your PCP.
- If you need pain management using pharmaceuticals, we ask that you seek a different primary care provider. We work with nutritional supplementation, herbal combinations, homeopathic remedies and lifestyle changes to help your body resolve the causes of chronic pain, but we DO NOT prescribe pharmaceutical pain medications except for short-term use in acute situations.
- We refer to other facilities for imaging and specialized tests.

**I have read and understand Sojourns' statement of Intent and Expectation for Primary Care Patients.**

**I am interested in choosing a Sojourns' practitioner for my primary care needs.**

By typing my name into this box, I hereby agree that this action constitutes my electronic signature.

Client or Parent of Minor:

Date

Patient Name: