



COOPERATIVE OF
AMERICAN PHYSICIANS

**Get the Dialogue Started With the Cooperative
of American Physicians, Inc. (CAP) Patient
Partnership Plan**

Patient noncompliance, fragmented care and errors in communication can jeopardize patient welfare and lead to increased malpractice risk exposure. How can you help your patients understand that their compliance is essential to staying well and achieving optimal health?

The Patient Partnership Plan is a patient education tool that describes the specific role patients should play in achieving optimal healthcare outcomes. Formatted as a letter welcoming patients to your practice, the Partnership Plan invites patients to become active participants in their care. Each paragraph addresses an issue essential to the continuity of care and explains the consequences of noncompliance.*

Suggestions for Presentation

- Add your letterhead at the top of the document and use as is, or you may include elements that are specific for you practice.
- When the medical assistant escorts the patient to the examining room, present the letter to the patient. This gives the patient time to read the letter, undisturbed, while waiting to see the physician. Upon greeting the patient, you (the physician) may comment on the importance of patient participation to achieving a good outcome and ask the patient if they have any questions. It is suggested that both you and the patient sign the document to reinforce the importance of the Plan.
- CAP recommends that you retain a signed copy of the letter in the patient's medical record and provide the patient with the original.

To request an e-copy of the **English** or **Spanish** Patient Partnership Plan, please contact CAP's Risk Management and Patient Safety Department at 800-252-7706.

** The Plan is not intended as a waiver of physician or staff responsibility to the patient. It is, rather, offered as a tool to encourage patient safety and help reduce the risk of injury resulting from failures in communication and coordination of care.*

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