**MPHC – Bangor Patient Advisory Team Charter**

1. **Purpose**

Provide specific input to help clarify patient feedback received either through our patient satisfaction surveys or customer feedback system.

2. **Background**

Martin’s Point Health Care (MPHC) strives to be a leader in offering excellent health care, service, and quality. We believe we cannot achieve those goals with only those who delivery the care and services alone and those we need to include those who are the recipients of the same as well.

Your name was mentioned by our staff as one who could greatly contribute to our goal of being an outstanding primary care practice. The meetings will be focused on seeking your input in regards to service and care delivery.

3. **Membership roles** (volunteer)

**Patient members**:

**Staff Members**: Paula Eaton, Practice Administrator and Scribe and Ron Turner, Facilitator and Time Keeper

4. **Team Ground Rules**

1. Level of Decision – Team input only
2. Frequency of meetings: monthly for 1.5 hours for approximately 6 months (will review Nov/Dec 2014)
3. Members will notify Paula Eaton via phone at 945-5048 or email at paula.eaton@martinspoint.org **48 hours** prior to the meeting if they are unable to attend.
4. There will be no homework assigned
5. 4 members must be present in order to have a Quorum to hold the meeting
6. Meetings will start and end on time