

This document is a shared commitment. Health is built day by day through choices, awareness, and honest communication. This document outlines how we work together to achieve your health goals.

Our Commitment to You

- **Listen and Guide with Empathy**
 - Listen with curiosity and without judgment — your story matters.
 - Provide compassionate, evidence-informed guidance and clear options.
 - Be honest, even when conversations are difficult.
- **Communicate and Treat Effectively**
 - Provide prompt responses to your questions and concerns.
 - Refer you to specialists when your needs extend beyond Eras practice.
 - Respect your time, values, and goals — not just treat your symptoms.
- **Learn Continuously**
 - Stay curious about your whole life picture: physical, mental, and lifestyle-based goals.
 - Pursue continuous learning and growth in our approach to healthcare.

Your Commitment to Us

- **Show Up Ready**
 - Attend appointments prepared with your questions and concerns.
 - Give Eras at least 24 hrs notice to cancel. We have a \$50 late cancellation policy.
 - Fill out forms and consents accurately; bring any pertinent records or results with you.
- **Be an Active Communicator**
 - Ask questions. Tell us when something isn't working or you're uncomfortable.
 - Share life changes — stress, sleep, injuries — that affect your health.
 - Be honest about what you are and aren't doing. No judgment here.
- **Make an Effort Between Visits**
 - Make a good-faith effort to try habits and lifestyle shifts we discuss.
 - Reach out if something changes or isn't working. Please don't wait and worry.

This Is a Partnership, Not a Rescue

We don't have a silver bullet or a magic wand. We don't always have the answer, but we will do everything within our scope to investigate, treat, and make adjustments when things aren't working. Neither of us can do the other's part but together, real and sustainable health outcomes are possible. We are in this with you for the long game.

When Things Get Hard

Progress is not always linear, and there may be moments where the path feels challenging or motivation wanes. We recognize that we may occasionally fall short in meeting your expectations. Our commitment is to work diligently to address any concerns and adjust the plan as needed. The only thing that blocks progress is a conversation that never happens.

How to Reach Us

Appointments & general questions: Call or text (479) 344-3313
Specific health concerns: Use the patient portal