



Your Child(ren)'s Medical Home

Frequently Asked Questions (FAQ) for Parents and Patients

What is a 'Patient-Centered' Medical Home?

A 'Patient-Centered' Medical Home (PCMH) is all about your child(ren). Caring for your child(ren) is the most important job of their PCMH. In this personal model of health care, your child(ren)'s primary care provider leads a team of health care professionals that collectively help take responsibility for your child(ren)'s care. They make sure your child(ren) receive the care they need in wellness and illness to heal body, mind, and spirit.

Your child(ren)'s personal provider and an extended team of health professionals build a relationship in which they know your child(ren), your family situation, your family's medical history, and health issues. In turn, your child(ren) and you, as the caregiver, come to trust and rely on our practice for expert, evidence-based health care answers that are suited entirely to your child(ren) and their family.

How will a Medical Home lead to better care for my child(ren)?

There are many benefits to being in a Medical Home:

- Comprehensive care means your child(ren)'s medical home helps your child(ren) address any health issue at any given stage of their childhood and adolescence.
- Coordination of care occurs when any combination of services you/your child(ren) and your provider decide together that your child(ren) needs are connected and ordered in a rational way, including the use of resources in your child(ren)'s community.
- Continuous care occurs over time, and you/your child(ren) can expect continuity in accurate, effective, and timely communication from any member of your child(ren)'s health care team.
- Accessible care allows you/your child(ren) to initiate the interaction your child(ren) need for any health issue with a physician or other team member through you/your child(ren) desired method (office visit, phone call, or electronically) and you/your child(ren) can expect elimination of barriers to the access of care and instructions on obtaining care during and after hours.
- Proactive care ensures you/your child(ren) and your child(ren)'s provider will build a care plan to address you/your child(ren) health care goals to keep your child(ren) well, plus be available for you/your child(ren) when your child(ren) get sick.
- Evidence based care means that your child(ren)'s care team keeps up to date with the latest medical research and clinical practice guidelines and will work with you/your child(ren) to personalize your child(ren)'s care to fit you/your child(ren) preferences and goals.

Who is my child(ren)'s Medical Home Team?

Your child(ren)'s team may include a doctor, nurse practitioner, registered nurse, licensed practice nurse, medical assistant, or health educator, as well as other health professionals. These professionals work together to help your child(ren) get healthy, stay healthy, and get the care and services that are right for you/your child(ren). When needed, your child(ren)'s Medical Home Team arranges appropriate care with qualified specialists.

What does my Medical Home Team do for my child(ren)?

The Medical Home team is your child(ren)'s team. They provide your child(ren) with the care they need when they need it and customize care to meet your child(ren)'s needs and expectations. We help you/your child(ren) set appropriate health goals and work with you/your child(ren) to meet them. We will spend enough time with you/your child(ren) to ensure you/your child(ren) understand what they need to do to successfully meet you/your child(ren) goals and answer any questions you/your child(ren) might have. We help you understand all the options for care so you/your child(ren) can decide what care is best for your child(ren). As a full partner in your child(ren)'s healthcare, we will always treat you/your child(ren) with the respect you/your child(ren) deserve, as you/your child(ren) will respect the Medical Home Team.

(continued next page)

What type of services does my Medical Home provide for my child(ren)?

We provide comprehensive, compassionate, and continuous care for children up to age 21 years which includes:

- Same day appointments
- Preventive care and physicals (health risk assessments, sports, and school physicals)
- Chronic disease management (such as asthma)
- Acute care for illness and injuries
- Well child visits, screening, and vaccinations.
- 24x7 phone access to your child(ren)'s care team our practice utilizes advice nurses during the daytime and triage nurses outside of office hours.
- Online electronic access to your child(ren)'s medical records
- Referrals to vetted specialists and mental health providers.
- Management to a variety of multi-specialty care plans including mental health

Will my child(ren)'s Medical Home help me take care of my child(ren)?

The care you/your child(ren) receive in a Medical Home goes beyond the office visit with your child(ren)'s personal clinician.

- We want to make sure you/your child(ren) develop a clear idea of how to care for your child(ren).
- We want to help you/your child(ren) set goals for their care and help you/your child(ren) meet their goals one step at a time.
- We want to encourage you/your child(ren) to fully participate in recommended preventive screenings and services.
- We will recommend tools and education materials you/your child(ren) can use to improve your child(ren)'s condition and manage their health.
- We will give you/your child(ren) information about classes, support groups, or other types of services to help you/your child(ren) learn more about their condition and stay healthy.
- We will do our best to provide you/your child(ren) with information about resources in the community to help you/your child(ren) manage their health and wellbeing.
- We will provide you/your child(ren) with resources and, if needed, appropriate referrals to behavioral health specialists to help you/your child(ren) make and sustain healthy changes to lifestyle or to address mental health conditions for you/your child(ren) and other family members.

How can my child(ren)'s Medical Home help if they need to see specialists or go to a hospital?

Your child(ren)'s medical home team will coordinate your child(ren)'s care with all their other health care providers. They will recommend quality specialists for you/your child(ren) and will work with your child(ren)'s specialist and the hospital to continuously plan and manage your child(ren)'s care.

With you/your child(ren) consent, your child(ren)'s medical home team will inform specialists and hospitals about your child(ren)'s medical conditions, you/your child(ren) preferences and you/your child(ren) goals and will follow up to obtain information after your child(ren)'s specialty visit, or hospital stay. We will also follow up with you/your child(ren) to make sure your child(ren) get the care they need and that you/your child(ren) understand their plan of care.

Can my child(ren)'s Medical Home help us when they have an emergency?

If your child(ren) has a medical emergency, please dial 9-1-1 or for Behavioral Health call 211.

For other clinical problems or medical advice, call your child(ren)'s Medical Home first. Depending on the nature of the problem, we may be able to save your family an expensive and inconvenient trip to the emergency room for problems best addressed by your child(ren)'s personal primary care provider. you/your child(ren) can reach a Medical Home team member via telephone 24x7, the practice does offer same day appointments.

If you do go to the emergency room, please make sure you let the staff know who your child(ren)'s primary care provider is and ask that they contact your child(ren)'s Medical Home as soon as possible so we can help them take better care of your child(ren).

(continued next page)

What can I/my child(ren) do to help their Medical Home team take better care of them?

You/your child(ren) are encouraged to actively participate in their care:

- Understand that you/your child(ren) are a full partner in their health care.
- Learn about their condition and what you/your child(ren) can do to stay as healthy as possible.
- As best you/your child(ren) can, follow the care plan that you/your child(ren) and your medical team have agreed is important for their health.

Do your best to communicate with your child(ren)'s Medical Home team:

- Tell us all about their health, their medical history, and the health history of both sides of the family.
- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies your child(ren) use.
- If you/your child(ren) don't understand something your child(ren)'s healthcare provider or other members of your child(ren)'s medical home team says, ask them to explain it in a different way.
- If your child(ren) get care from other health professionals, always tell their medical home team so we can help coordinate for the best care possible
- Talk openly with your child(ren)'s care team about your child(ren)'s experience in getting care from the medical home so we can improve your child(ren)'s care experience.

How do I/my child(ren) access their Medical Home?

We offer convenient same-day and next-day appointments, after-hours phone access and extended hours on Saturdays.

Monday-Friday 8:00 AM - 5:00 PM

Saturday 9:00 AM - 4:00 PM Saturdays rotate between locations

To make an appointment, call 860-231-8345 or 860-285-8251.

For clinical advice and all other matters, please call 860-231-8345 or 860-285-8251. We respond in a timely manner to your phone calls.

For all urgent matters, please contact us by phone. For all non-urgent matters, general information and to make an appointment, please call us during normal business hours.

How do I transfer my child(ren)'s records to their Medical Home?

We will need you/your child(ren)'s consent to obtain their medical records from any previous primary care provider or from specialists they have seen in the past. Consent forms are available just ask a staff member or online on our website at <https://www.pedicorp.com/patient-forms>.

You can also call our front desk during business hours if you need extra copies uploaded to your child's patient portal or ask our administrator Heidi for assistance on the phone or when you visit with us.

Can my child(ren) be in a Medical Home if they don't have health insurance?

We accept many insurance plans and in some cases cash patients. Call us to discuss your situation. Once you become a patient in our practice, we provide you with the same access and care regardless of your child's health insurance status.

Questions regarding having your child(ren) becoming a **Pedicorp, P.C.** patient can be directed to **Heidi at 860-231-8345 or 860-285-8251**