



## Welcome to Your Child(ren)'s Medical Home

### What is a Medical Home?

A “medical home” is a patient-centered medical office where a team of healthcare professionals work together to provide a new, expanded type of care to patients.

### What Your Child(ren)'s Care Team Should Do

- **Learn About Your Child(ren):** Get to know their family, their life situation, and preferences, remember these details about your child(ren) every time care is sought on their behalf, and suggest treatments that make sense for your child(ren). Coordinate your care across multiple settings.
- **Communicate With You/Your Child(ren):** Give both you and your child(ren) time to ask questions and answer them in a way you both understand. Be sure you both know and understand all their options for care. Ask you/your child(ren)'s feedback about their experience getting care.
- **Support You/Your Child(ren) in Caring for Themselves(selves):** Be sure you both leave the office with a clear idea of how to care for them. Help you/your child(ren) set goals for the care and help to meet their goals one step at a time. Give you/your child(ren) information about classes, support groups or other types of services to help you both learn more about their condition and stay healthy. Coordinate your child(ren)'s care with other health providers, including behavioral health. Provide you/your child(ren) evidence-based care.

### What You/Your Child(ren) Can Do

- **Learn About Caring for Themselves(selves):** Know that you both are a full partner in their care and get to know your care team. Learning about their condition and following the plan that both you/your child(ren) and their medical home team have agreed on is important for their health. Set goals you both can reach.
- **Communicate with your Child(ren)'s Care Team:** Select a personal clinician. You are encouraged to ask questions at each appointment. Also bring a list of any medications, vitamins or supplements your child(ren) use. Always tell their medical home team when you both don't understand something that was said. Always tell their medical home team if they get care from other health professionals, including tests, hospitalizations, ER visits and visits to specialists, so we can coordinate the best care possible. Always talk openly with their care team about their experience getting care.

### How a Medical Home Works for You/Your Child(ren)

- You/Your Child(ren)'s care team is available 24/7 if care is needed; the practice utilizes advice nurses during the day and in the evenings triage nurses. You/your child(ren) can communicate with their care team by phone during and after hours and get an appointment quickly, often on the same day when needed.
- You/your child(ren)'s care team knows your child(ren) and their family history.
- You/your child(ren)'s care team makes sure that you/your child(ren) understand their conditions and how to take care of themselves(selves).

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- You/your child(ren)'s care team helps you/your child(ren) coordinate their health care. We will help you/your child(ren) find specialists, get appointments, and give the specialists the information they need.
- You/your child(ren)'s care team provides evidence-based care and tools to help you both manage their health and chronic conditions.
- Provides comprehensive primary care to children, including regular check-ups, well-child visits, and vaccinations. Monitors growth and development, assesses physical and mental health, and provides guidance on nutrition, hygiene, and overall wellness.
- Provides equal access to all patients regardless of source of payment.
- Assists uninsured patients with information on how to obtain coverage.

To transfer to our practice, please call one of the locations listed below once you have verified with your insurer that we are participating in your specific plan, and which providers are currently accepting new patients. Our practice requires medical records be present prior to scheduling any appointment. Our practice has a vaccine policy, we follow the guideline and recommendations of the American Academy of Pediatrics, CDC, and any local, state, and federal requirements as part of our contract with the VFC Program, CTWiz, CTHealthLink, and ACO CT Children's Care Network. Information is also available on our website, [www.pedicorp.com](http://www.pedicorp.com).

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.**

**Pedicorp, P. C.**

**345 N. Main St., Ste. 248, W. Hartford, CT 06117**

**820 Prospect Hill Rd., Ste. C, Windsor, CT 06095**

**WWW.PEDICORP.COM**

**Phone 860-231-8345 Fax 860-523-4061**

**Phone 860-285-8251 Fax 860-687-1774**

**Office Hours:**

**Monday through Friday 9:00 a.m. until 5:00 p.m.**

**Saturday one office is open 9:00 am until 4:00 p.m**

**24 hour on-call Physician**