

## what is a **MEDICAL HOME?**

A **medical home** is an office or clinic where your child is seen regularly.

It's important for your child to have a medical home.

A medical home helps your child get well and stay well by connecting you to healthcare professionals, services, education and extra help.

A medical home provides total health care for your child.

### Your part as the **PARENT**

You know your child best.

You are the most important person on your child's healthcare team.

This means you have a very important role in your child's health care.

As part of your child's medical home, you should:

- Learn about your child's health
- Bring your child in for a **Well Child Visit once a year**
- Keep track of shots and other important information
- Make the most of each doctor's visit (see **Getting Ready for Your Appointment**)
- **Ask questions if we are not clear.** We are here to help you!

### Our part as the **MEDICAL HOME**

Our team of doctors and nurses have access to other professionals, services and technology to help us take the best care of your child.

As part of your child's medical home, we will:

- **Get to know you and your child**, and suggest treatments that make sense for your family
- Keep your child's complete medical history
- **Help you with specialists and resources**
- Provide you with personalized care
- Be reviewed regularly to make sure we are giving quality care
- Help you handle your child's chronic conditions
- **Help you set goals for your family's care**, and help you meet your goals one step at a time.
- To meet your family's health care needs, often we can see you the same day or the very next day.



## Getting ready for your **APPOINTMENT**

- ☑ Make a list of questions to ask your child's doctor.
- ☑ Bring a pen and paper to take notes.
- ☑ Bring a list of all your child's current medications, vitamins, etc.
- ☑ If you can't make your appointment, call us right away.
- ☑ Before you leave, make sure you understand what the doctor is telling you. **Don't be afraid to ask questions** - you are at the center of your child's health care. You can:
  - tell it back to the doctor to see if it makes sense
  - ask, "Can you say it in a different way?"
  - ask, "Can you write it down to help me remember?"



## Need to see a doctor **RIGHT AWAY?**

**Your child's medical home can treat urgent medical needs.** You can get the care you need without waiting in the emergency room.

Your child's medical home can help with things like: flu, colds, coughs, sore throat, fever, asthma, sprains, cuts, earaches, and infections.

To meet your family's health care needs, often we can see you the same day or the very next day.

### **After Hours**

Check with our front office staff for after-hours information.

### **Emergency**

**If you have an emergency, go to the nearest emergency room right away.** Go to the emergency room when you or your family member could die or risk their health without immediate help for things like:

- When bleeding won't stop
- When breathing is very hard
- After a serious accident

welcome to your  
**MEDICAL HOME**

