YOUR CHILD'S "MEDICAL HOME": WHAT YOU NEED TO KNOW

The American Academy of Pediatrics (AAP) and the National Center for Medical Home Implementation (NCMHI) want children, youth, and families across the country to know ***that EVERY child and youth deserves a MEDICAL HOME.***

WHERE IS YOUR CHILD'S MEDICAL HOME?

A MEDICAL HOME is the kind of primary health care we all want and deserve. A MEDICAL HOME is not a place—it is the way care is provided to your child/youth and your family. At the core of a MEDICAL HOME is a knowledgeable, compassionate health care provider and care team chosen by a patient and their family to take care of a child/youth's health needs.

A MEDICAL HOME means that –

Your pediatric team...

- Knows the health history of your child/youth;
- Listens to your concerns and needs, as well as those of your child/youth;
- Follows up with any other health care providers your child receives care from, when necessary;
- Works in partnership with you to make sure that the medical and non-medical needs of your child/youth and family are met;
- Creates a trusting, collaborative relationship with you and your child/youth;
- Treats your child/youth with compassion and an understanding of his/her strengths;
- Develops a care plan with you and your child/youth when needed;
- Respects and honors your culture and traditions.

You and your child/youth…

- Are comfortable sharing concerns and questions with your pediatric team and other health care providers;
- Routinely communicate your child/youth's needs and family priorities to your pediatric team;
- Remember to tell your pediatric team about any care received between visits (eg, emergency room visits, urgent care clinics).

YOU CAN MAKE MEDICAL HOME IMPROVEMENTS

You can help your practice make changes so that it is a true MEDICAL HOME! The following are a few things to think about and discuss with your child/youth's primary care provider:

How can we, as parents, help you provide an even better MEDICAL HOME for all patients and families in the practice?

Does the practice have a 'family advisory council' that informs and advises the practice on how to improve their patients' experience? If not, how can we work together to create one?

How can we work together to develop:

- Easy-to-read, understandable information describing the practice and how patients and families can access appropriate care (eg, patient brochure, Web site)?
- A patient satisfaction survey?
- Improved physical access to the practice?
- An updated list of community resources for patients/families?

Let your doctor know how important these improvements are to you and your child/youth's care.
Learn more about the MEDICAL HOME approach to care – what to expect and how to make the most of it – by visiting **www.MedicalHomeInfo.org.**

The AAP believes that EVERY child and youth deserves a **MEDICAL HOME**.

NATIONAL CENTER FOR MEDICAL HOME IMPLEMENTATION
A cooperative agreement between the Maternal and Child Health Bureau/HRSA and the American Academy of Pediatrics