

What Does Having a Medical Home Mean for Your Child's Care?

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Having a Medical Home Means Your Child's Care Is...

Accessible

- Care is provided in your community.
- The doctor's office accepts your insurance.
- The location meets American Disabilities Act (ADA) accessibility requirements.
- Access to health advice or care is available around the clock, 365 days per year.
- If needed, the office is accessible by public transportation.

Continuous

- The same doctors are available from infancy through adolescence.
- Communication occurs between doctors and specialists to ensure your child's needs are met at any age.
- Assistance is provided to secure a medical home for adolescents transitioning to adult care.

Comprehensive

- Preventive and primary care is provided.
- Growth and development assessments are conducted when appropriate.
- Care coordination is emphasized and exercised between all doctors for your child.
- Referrals to speciality-care services are available and offered when needed.
- Child/family counseling and health education are a part of visits or available upon request.
- Your doctor is knowledgeable about community resources and shares information.

Coordinated

- You and your family are linked to appropriate support, educational, and community services.
- Your doctor's office staff communicate and work with all agencies to ensure all your child's needs are met.
- A centralized record containing important information on your child's care will be maintained by you, your doctor and office staff.

Compassionate

- The doctor shows concern for the well-being of your child and family as a whole.
- The doctor shows understanding for the variety of emotions because of your child with special health care needs.
- Office staff are flexible and respond to requests and needs.
- Office staff offer privacy when requested.
- Appointment times are scheduled with consideration of you and your family's needs.

Culturally Effective

- Your family's cultural background is recognized, valued and respected.
- Office staff are sensitive to stereotypes and cultural assumptions.
- Multi-language materials and translation services are made available as needed.

Family-Centered

- Office staff recognize that you and your family are the principle caregivers and the center of strength and support for your child.
- Your doctor and family share the responsibility in decision-making.