

# A Medical Home

## *What Should I Expect from My Doctor and How Can I Partner with the Doctor and other Providers?*

This fact sheet provides ideas and expectations for your child's medical providers who practice as a "Medical Home" for your child and family. A "Medical Home" is a family-centered approach to health care that includes making families equal partners in their child's care.

### **Your child's primary care doctor and their office is accessible.**

- Available after hours, on weekends and on holidays
- Accepts your child's health insurance
- Office and equipment physically accessible to your child

### **Staff within your child's primary care office know you and help you.**

- Know you and your child when you call
- Recognize and accommodate your child's special needs
- Respond to requests for prior approvals, letters of medical necessity for your child's insurance, or documentation for programs and services
- Provide written materials in a language you understand

### **Your child's primary care doctor respects you and listens to your observations about your child.**

- Asks you to share your knowledge about your child
- Seeks your opinion when decisions are needed
- Talks to you about how your child's condition affects your family (other children in the family, child care, expenses, work, sleep)
- Acknowledges and respects your family's cultural values and religious beliefs
- Provides interpreter services if needed

### **Your child's primary care doctor and office staff work with you to plan your child's care.**

- Help you set short-term (3-6 months) and long-term (the next year) goals for your child
- Give you important information, such as recommendations or new treatments, in writing
- Work with you to create and update a written plan of care for your child's medical and non-medical needs
- Review your child's medical records with you when needed
- Help you consider new and emerging treatment choices for your child's condition

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### **Your child's primary care doctor and office staff support you as a caregiver.**

- Help you connect with family support organizations and other parents in your community
- Provide information on community resources
- Find and share new information, research or materials that are helpful in caring for your child
- Help you to advocate on behalf of your child
- Plan for adult health care services (if appropriate for your child's age)

### **Your child's primary care doctor and office staff help you coordinate your child's care.**

- Follow up with difficult referrals
- Help you find needed services such as transportation, durable medical equipment, home care, and ways to pay for them
- Explain your child's health needs to other health professionals
- Reach out to your child's school or day care providers to help them understand your child's medical condition
- Encourage and support frequent communication between all persons involved in your child's care (with your consent)
- Organize and attend team meetings about your child's plan of care that include you and other providers

### **As a Parent/Family Member, How Can I Partner with my Child's Doctor?**

- **Share your views** during appointments. You know your child better than anyone else.
- **Help make decisions** related to your child's care. When parents and doctors share decision-making, care for the child is often better.
- **Be willing to try those activities or medications** that you and your child's doctor decide are in his or her best interest. Keep track of what happens, and share this at your next appointment.

\*\*If you or your child's doctor have questions or want to learn more, go to the **Wisconsin Medical Home Initiative** at [www.wismhi.org/WISMHI-home](http://www.wismhi.org/WISMHI-home)

**If you have questions or need help finding services contact the following organizations:**

- [Regional Centers for Children and Youth with Special Health Care Needs](http://www.dhs.wisconsin.gov/cyshcn/index.htm)  
[www.dhs.wisconsin.gov/cyshcn/index.htm](http://www.dhs.wisconsin.gov/cyshcn/index.htm)
- [Wisconsin First Step](http://www.wisconsinfirststep.org) , a 24-hour hotline and resource database, at 1-800-642-7837