

## **WHAT IS A PATIENT CENTERED MEDICAL HOME (PCMH)**

A patient-centered medical home is a concept based on teamwork between physicians, specialists, clinical teams and their patients. Together, the members of your child's team, using evidence-based guidelines, focus on the care and service needed, including behavioral health in a manner that best suits your child's needs.

Access- We will be ready to respond during our office hours, and for emergencies when the office is closed. An on-call physician is available for emergencies when the office is closed. See home page of our website, or our newsletter for office hours, and how to contact the on-call physician.

Communication- In person, by telephone or by patient portal.

Patient Involvement- You as the parent and your child are important members of our team.

### **OUR PART**

We will get to know our patients, their condition, family history, risk factors, and other important conditions that influence your healthcare.

We will make decisions together based on what is best for your child. We will coordinate care across multiple settings. Your child's care team will help you understand available options and a care plan will be developed specifically for your child.

A summary of the office visit will be given to you at the end of the appointment.

If medications are prescribed we will review the medication.

We will give you clear instructions of what is expected and how to achieve the treatment goals.

We will follow-up with you to ensure appointments are set and goals are reached.  
Our goal is to help you live the healthiest life possible.

### **YOUR PART**

We ask that you play an active role in your child's healthcare.  
Learn about your child's condition, and what you can do to help your child stay as healthy as possible.  
Understand how certain habits and lifestyle choices can impact your child's health.

Participate in following the care plan that we have tailor made just for your child.  
Give your child medications as directed, and follow any exercise and diet goals we have set together with you.

Keep your care team informed about your child's history and any symptoms or changes in health.  
Please make sure we are aware of any care received outside our office. This will ensure that your care is properly coordinated so that we can help your child achieve his/her healthcare goals.

### **UNINSURED INFORMATION**

healthcare.gov  
1-800-318-2596

\*You may also speak with our Billing Department staff

## **TRANSFER OF RECORDS**

For assistance with having medical records transferred to Century-Airport Pediatrics, you may speak with one of our Front Desk Staff.