



Providing support and information for families of children with disabilities, chronic illness and other special health care needs

Health Care Visit Check List for all Children

Your child's health care provider expects to work with you as a partner to keep your child safe and healthy. You'll want to work together to develop trust and easy communication. This takes time and doesn't usually happen in just one visit. Share information - each of you has knowledge the other needs to provide the best care for your child.

Preparing for a Health Visit

- ♥ Think through the purpose of the visit (e.g. regular health check-up, immunizations, illness, etc.) and bring along any records you'll need.
- Use the family events that have happened since the last visit - a move, a new baby, death, divorce.
- ♥ Offer feedback about recommendations made to you about your child's health.
- Your opinions should be respected.
- Sharing information will strengthen the partnership, even if you don't always agree.
- ♥ Ask what's likely to happen next in your child's growth and progress and what you can do to support healthy development.
- ♥ Share ideas, observations, and good resources with your health care provider. In turn, ask for recommendations. Are there handouts, books or videos you can have or borrow?
- ♥ Give your health care providers constructive feedback on how they're doing caring for your child and providing information and support to you. Offer examples of suggestions that have been helpful.

During the Visit

- ♥ Talk about what matters to you. Your way of seeing your child helps the health care provider understand more about your child's development and your priorities.
- ♥ Expect your child's health care provider to ask questions such as: "How does your baby respond to new people?", "How many hours does Juan sleep at night?", "How is school going for Tina?", "How does Philip handle stress?", "How are things going with Julia's therapy program?", "Kim, are you driving yet?"
- ♥ Ask questions about any things important to your child- getting along with others, playing sports, after school jobs, etc.
- ♥ Mention significant or interesting events that have occurred recently to share the unique nature of your child and family:
 - Changes related to your child's health since the last visit, for example: an emergency room visit; changes in sleep, eating or behavior patterns; alteration in seizure activity.
- ♥ If you were given referrals or instructions for care after the visit:
 - Do you know or have in writing what you should do next, and why?
 - Do you have names and phone numbers for any referrals mentioned?
 - If you are responsible for follow-up activities or treatments at home, do you feel prepared?

Texas Parent to Parent

3710 Cedar Street ♠ Box 12 ♠ Austin, TX 78705-1449 ♠ 866-896-6001 ♠ 512-458-8600
website: www.txp2p.org ♠ Email: info@txp2p.org

- Is there someone you can check with about questions or observations?
- ♥ Do you need to share information from the visit with family members or other care givers?
- Are you clear about what needs to be done?
- ♥ Were you offered positive feedback about your child's care and wellbeing?
- ♥ Did you feel you were a partner with your child's providers?
- ♥ Is there anything you plan to do differently at your next health visit?

After the visit is over, ask yourself:

- ♥ Did you feel welcome and comfortable at the visit?
- ♥ Were there opportunities for you and your child to discuss concerns
- ♥ Did your health care provider listen and communicate well?
- Did you understand everything discussed?
- If there was something you didn't understand, did you ask for and get a clearer explanation?
- ♥ If something unexpected or painful occurred were you able to provide support for your child?
- ♥ If you didn't get to cover everything you had planned to discuss.
- Is there an easy way to get answers to questions between visits (e.g. calling the office or a health line)?
- Are you comfortable waiting for the next visit? Are there other members of this provider team who can talk with you?
- ♥ If you didn't agree with your health care provider about an issue, did you discuss your concerns? Do you feel comfortable w/ the result?
- ♥ Were your values and views respected?
- ♥ Think about your child's progress and what has changed since the last visit
- ♥ Make a list of questions or concerns you want to discuss.
- Put worries into words. A good health care provider will try to help you think through issues and find answers or referrals.
- Bring a notepad to jot down things you want to remember.
- Are there concerns or updates from others who see your child- child care center, school, sports, therapy program, hospital?
- ♥ Prepare your child for the visit. Encourage your child to ask questions and discuss concerns. Bring a toy, art project, favorite book or homework to pass the time or to show the provider.

Bright Futures Family Pocket Guide or the Bright Futures Encounter Forms for Families to help you prepare: www.brightfuturesforfamilies.org

A Medical Home is not a building, house, or hospital, but is an approach to providing high-quality healthcare in a cost-effective way that is accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally effective. See <http://www.medicalhomeinfo.org>

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