

Medical Home Checklist

Your child's pediatrician or family physician may not have all of the following pieces of Medical Home in their practice, but it will help to know what to ask for and what you can work on together. You can use this list when choosing a new physician for your child, or as a way to start a conversation with your child's doctor about Medical home.

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

- Available after hours, on weekends and 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.

- Knows you and your child when you call
- Recognizes and accommodates your child's special needs
- Responds to requests for prior approvals, letters of medical necessity for your child's insurance or documentation for other programs and services
- Provides written materials in a language you understand

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

- Follows up with difficult referrals
- Helps you to find needed services such as transportation, durable medical equipment, home care and ways to pay for them
- Explains your child's needs to other health professionals
- Reaches out to your child's school or day care providers to help them understand your child's medical condition
- Encourages and supports frequent communication between all persons involved in your child's care (with your consent)
- Organizes and attends team meetings about your child's plan of care that includes you and other providers

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.

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

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

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

Adapted from **A NEW WAY...A BETTER WAY**. The Medical Home Partnership: Building a Home Base for Your Child with Special Health Care Needs: New England SERVE http://www.neserve.org/neserve/med_hm.html