



# What is a MEDICAL HOME?

Research shows that 80% of a family's medical concerns about their children are well-founded. Health professionals who serve families know to listen and take medical action.

A medical home is an approach that helps families partner with their child's health professional to ensure excellent care. This includes checkups and routine care, as well as oral health, health education, family support and anything else important to your child's overall health.

When you and your child's health professional work as a team, your child gets excellent care.

## FOR MORE INFORMATION CONTACT

Family to Family Health Information Center  
Parent Training and Information  
3135 North 93rd Street  
Omaha, Nebraska 68134  
402-346-9233  
888-490-9233 toll-free

American Academy of Pediatrics  
National Center for  
Medical Home Implementation  
[www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)

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# MEDICAL HOME

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# Words that describe a Medical Home



## ACCESSIBLE

Your child receives care, any day or time.



## FAMILY-CENTERED

Your family is the expert on your child's care. Medical staff help your family make informed decisions.



## THOROUGH

Your medical home serves as a guide to community support services, from education to transportation.



## COORDINATED

Your child's health care needs are coordinated through your medical home – including care plans and appointments with specialists.



## CULTURALLY COMPETENT

Your family's cultural background is recognized, valued and respected.



## CONTINUOUS

Your children receive consistent care from birth through adolescence.



## COMPASSIONATE

Your entire family's well-being is of genuine concern.

How many of the questions below describe your relationship with your child's health professional? The more you answer "yes," the closer you are to having a medical home.

## Medical Needs

Does your child's health professional...

- ask about your concerns?
- consider your opinion on medical decisions?
- help you with added needs such as medical equipment, home care and transportation?
- provide detailed information about choices for care?
- help create a care plan for your child or help set goals?
- review your child's medical records?
- follow up with referrals?
- communicate with your child's other health providers?

## Non-Medical Needs

Does your child's health professional...

- recognize you when you call and visit?
- refer you to community services?
- provide convenient hours or back-up for evening/ weekend situations?
- respect your family's cultural and religious beliefs?
- make the office physically accessible?
- accept your health insurance or other form of payment and work with you if necessary?
- explain materials that may be hard to understand?
- provide interpreter services?
- offer to advocate on behalf of your child?
- respond quickly to requests for documentation by you or a third party?