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.

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

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

CONTINUOUS
Your children receive consistent care from birth through adolescence.

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.

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?