



A Grassroots Network of Families and Friends Speaking on Behalf of Children with Special Health Care Needs

## **What Should I Expect From My Child's Medical Home?**

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

- Available after hours, on weekends and on 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.**

- Know you and your child when you call
- Recognize and accommodate your child's special needs
- Respond to requests for prior approvals, letters of medical necessity for your child's insurance, or documentation for other programs and services
- Provide written materials in a language you understand

### **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.**

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



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

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

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

- Follow up with difficult referrals
- Help you to find needed services such as transportation, durable medical equipment, home care, and ways to pay for them
- Explain your child's health needs to other health professionals
- Reach out to your child's school or day care providers to help them understand your child's medical condition
- Encourage and support frequent communication between all persons involved in your child's care (with your consent)
- Organize and attend team meetings about your child's plan of care that include you and other providers

***My child's doctor is already doing many things on this list but others in the practice do not. Is there a way to make this a more routine approach used by all the doctors and staff in the office?***

Ask your child's doctor if some of the family-centered things she does could become more general office practice. Suggest that the office organize a meeting of parents, staff and providers to talk about how to improve services for families like yours.

*This material has been excerpted from "A New Way... A Better Way" brochure produced by the Wisconsin CYSHCN Program.*