



Medical Home Information for Providers

A medical home is not a building, house, or hospital, but rather an approach to providing comprehensive primary care. A medical home is defined as primary care that is accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective.

In a medical home, a pediatric clinician works in partnership with the family/patient to assure that all of the medical and non-medical needs of the patient are met. Through this partnership, the pediatric clinician can help the family/patient access and coordinate specialty care, educational services, out-of-home care, family support, and other public and private community services that are important to the overall health of the child/youth and family.

The Medical Home is not a destination but a journey one takes with a child and family. A pediatric clinician who takes on this challenge will meet many barriers but also find allies who will help ease the burden. Many of the barriers can be surmounted by:

- Education about chronic health condition management, the role of community and state agencies, school-related issues, and
- Reimbursement and practice management strategies.

This journey will also provide benefits for a pediatric clinicians, including increased satisfaction with their role as a provider and a closer relationship with the families they treat.

Foundation of a Medical Home: The Family-Professional Partnership

The primary care physician and other health care providers

- ☀ Know the child's health history
- ☀ Listen to the parents' and child's concerns and needs
- ☀ Work in partnership with families to ensure that the medical and non-medical needs of the child and family are met
- ☀ Create a trusting, collaborative relationship with the family
- ☀ Treat the child with compassion and understanding
- ☀ Develop a care plan with the family for their child when needed

The parents and child

- ☀ Are comfortable sharing concerns and questions with the child's primary care physician and other health care providers
- ☀ Routinely communicate their child's needs and family priorities to the primary care physician, who promotes communication between the family and other health care providers when necessary

Medical Home: Proactive...Not Reactive

For more medical home information for providers, tools, brochures, and presentations, go to:

<http://www.medicalhomeinfo.org/tools/providerindex.html>

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www.fpg.unc.edu/~ncodh/

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