

## What Parents Should Know...

### About Health Care Coordination

#### Where is Your Child's Medical Home?

A MEDICAL HOME is the kind of health care we all want and deserve. A MEDICAL HOME is not a place – it is the way care is provided to your child/you and your family. At the core of a MEDICAL HOME is a knowledgeable, compassionate health care provider and care team chosen by a patient and their family to take care of a child/ youth's health needs.

National Center for Medical Home Implementation



Parents of children with disabilities or chronic health conditions know that working and communicating with many doctors, nurses, and other health, education, insurance, and social service professionals can be difficult.

In a MEDICAL HOME, information and concerns are shared by everyone caring for the child. Needs are addressed in a coordinated way, with primary healthcare providers and their staff serving as a coordinator of the child's MEDICAL HOME team.

# Having a **MEDICAL HOME** means a child's care is:

## **Accessible**

- Provided in the community in which the child and family live.
- The primary doctor accepts the family's insurance.
- The location meets ADA requirements for accessibility.
- If possible, the office is accessible by public transportation.

## **Continuous**

- Families stay with a primary doctor/system throughout their child's life from infancy through adolescence.
- Communication occurs between the primary doctors and specialists.
- Parents are assisted in transitioning their adolescents to adult care when the time comes.

## **Comprehensive**

- Prevention and primary care are emphasized and provided, including growth and developmental assessments as appropriate.
- Referrals to specialty-care services are available and offered when needed.
- Doctors are knowledgeable about community resources and share information with the family.

## **Coordinated**

- Communication between the family and the doctor's staff occurs to ensure the child's needs are met.
- A centralized record containing important information on the child's care is maintained by the family, and their doctor's office staff.

## **Compassionate**

- Doctors show concern for the well being of the whole family.
- Doctors understand the emotional concerns and needs of the family as they work to meet the needs of their child with special health care needs.
- Office staff provide privacy and consideration of your family's needs when scheduling appointments.

## **Culturally Effective**

- The family's cultural background is recognized, valued, and respected.
- Office staff are sensitive to avoid stereotypes and cultural assumptions.
- Multi-language materials and translation services are made available as needed.

## **Family Centered**

- Office staff recognize that families are the principle caregivers and the center of strength and support for the child.
- The doctor and family share responsibility for decision making.

Reprinted with Permission of University of Chicago, Division of Specialized Care for Children

*(continued on the next page)*

# What are the Benefits of Having a MEDICAL HOME?

1. Parents and children regularly see the doctor and office staff who then get to know the family and child well. This helps in developing a strong relationship and partnership between each family and the medical providers who will share in coordinating care for the child.
2. Families feel supported in finding the resources needed to meet their child's needs and challenges.
3. The MEDICAL HOME partnership promotes health and quality of life for the child as he/she grows and transitions into an adult.

## Tips for Families:



- To cut down on waiting time, schedule appointments with the doctor for the first appointment of the day or right after lunch. If you need a longer appointment time to fully address question or needs, let the office staff know ahead of time.
  - Write down your questions and concerns ahead of appointments with doctors and specialists. It is okay to ask questions! Family members often leave the doctor's office without asking important questions they intended to ask. Doctors expect questions and want to work with parents to get their questions answered.
- 
- Likewise, write down the answers to those questions and keep them in one place. (South Dakota Parent Connection has the FILE available for parents to store valuable information about their child's care. The FILE system helps families to stay organized with a place to save documents, reports, and other information. It is available free to parents. See [www.sdparent.org](http://www.sdparent.org) for more information.
  - Feel okay about needing advice in between appointments. While the doctor might not be readily available for a phone call, office staff or the doctor's nurse will make sure the doctor knows you called and will make sure you get a reply to your question.

*(continued on the next page)*

# Resources

## Does your family or child need health insurance?

For information on affordable health care, visit [www.getcoveredsouthdakota.org](http://www.getcoveredsouthdakota.org) to learn about health care and insurance basics; watch videos that answer common questions; find free local help in your area; find out how much help you could qualify for to cover your monthly insurance costs; or use the checklist provided within the site to prepare items that will speed your application process.

**For more information on Care Coordination, visit the following online resources:**

National Resource Center for Patient/Family-Centered Medical Home:

Families can apply for Medicaid and CHIP any time of the year. These programs provide low-cost insurance to children and youth in families with limited incomes. Coverage can start immediately.

<https://medicalhomeinfo.aap.org/>

Medical Home Portal:

The Medical Home recognizes families as Constants in the life of their child, Supervisors of those who coordinate their child's care, and Visionaries who see the "big picture" for their child and his or her future.

[www.medicalhome.org](http://www.medicalhome.org)



Sioux Falls  
3701 W. 49th St Ste 102  
Sioux Falls, SD 57106  
605-361-3171

Rapid City  
2310 N. Maple Ave  
Rapid City, SD 57701  
605-358-0305

Aberdeen  
1707 4th Ave SE Ste C  
Aberdeen, SD 57401  
(605)626-8333

[www.sdparent.org](http://www.sdparent.org)  
1-800-640-4553



This communication was developed under grants from the U.S. Department of Education Project Grant H328M140021; Health Resources and Services Administration (HRSA), U.S. Department of Health and Human Services (HHS) Grant H84MC07994, Family to Family Health Information Center, \$96,700 and approximately 5% financed with non-governmental resources. The contents should not be construed as the official position or policy of, nor should any endorsements be inferred by US Department of Education, HRSA, HHS or the Federal Government.