

Resources We Want You to Know About:

**Family Voices** *local and national*  
[www.familyvoices.org](http://www.familyvoices.org)

**Your State Maternal and Child Health and Title V Programs** *Title V supports children and families with particular needs*  
<http://www.amchp.org/Policy-Advocacy/MCHAdvocacy/Pages/StateProfiles.aspx>

**Family to Family Resource Centers** *lots of important information from families to families*  
<http://www.fv-ncfpp.org/f2fhic/find-a-f2f-hic/> or call toll free 888-835-5669

**National Center for Medical Home Implementation**  
[www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)  
or call 800-433-9016 x 7605

Other community resources:

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## Communication is Important

Our Services:

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Our Health Care Team:

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Contact Us:

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**NATIONAL CENTER FOR  
MEDICAL HOME  
IMPLEMENTATION**

In cooperation with the American Academy of Pediatrics  
and the Maternal and Child Health Bureau



**Practice Name:**

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**We Are Your Family-Centered Medical Home** The American Academy of Pediatrics promotes access to quality medical homes for all children and youth.

 *Guide for Families*



## What Is a Medical Home?

The **medical home**... is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (AAP policy statement, 2002, reaffirmed 2008).

This means our practice, as your **medical home**, is a central resource for all of your child's care needs. In a Medical Home, your doctor, nurse or physician's assistant and their staff who see your child for routine check-ups – makes you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your child's care.

As your medical home we will also help you find needed information and resources, such as information about:

- Pediatricspecialists
- Health conditions/latest treatments
- Home care, equipment, and vendors
- Supportsand respiteservicesfor yourfamily
- Other key local services

## Access and Communication

Our practice would like to be available when you need us. Please ask about any special communication or access needs that you or your children have.

We have “policies” with your needs in mind...for example:

- When you call for an appointment you will be seen within \_\_\_\_\_ minutes and/or \_\_\_\_\_ hours.
- When your child has tests or procedures done you will get the results by \_\_\_\_\_
- If you are referred to a specialist with your permission we will share information with them and with you in a timely manner  
\_\_\_\_\_

## Contact Us:

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## If you have an Emergency:

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## As Your Medical Home We Will:

- Take care of your child when he or she is sick and well and help you all to stay well
- Help you plan your child's care and/or set goals for care, now and in the future
- Talk with you about any testing or treatment that your child needs
- Work with you and other care providers to coordinate care

## You Can Make Care Better and Appointments Go Well if You

- Are prepared to share how your child is doing (at play, at school, sleep, etc.)
- Write down and bring your main questions and concerns
- Bring in a list of any other providers your child's sees with their contact information
- Ask for help in creating and sharing a complete record of your child's care

