



## Welcome to Kidswood Pediatrics Your Patient-Centered Medical Home (PCMH)

### What is a Patient Centered Medical Home and what it means for you?

A Patient-Centered Medical Home is a model of care for patients that assures the accredited practices deliver high-quality, cost-effective primary care. It means that you are surrounded with a devoted team of medical professionals who work together to optimize the health needs and goals of our patients. This designation is assigned by the National Committee for Quality Assurance (NCQA) to physician's practices that meet their challenging performance measures.

### As your medical home we are committed and continue to:

- Focus and promote your child health and prevent common pediatric conditions to keep your child healthy.
- Give care that is based on quality and safety.
- Know and learn about your child's lifestyle choices which affect his/her health and well-being.
- Coordinate your child's medical record across multiple settings by making sure that specialists have the information they need.
- Inform and advise of test results in a timely manner.
- Understand the medical history and help make decisions about your child's care.
- Listen to your questions and apprehensions.
- Provide access to after-hours clinical advice. The pediatric physician is on call if needed for urgent cases.

### We expect and require you, our patient, to

- Commit and take part in your care.
- Tell us what you know about your health and illnesses.
- Make appointments and keep the appointment. If you are unable to make the appointment, call the day before to reschedule it.
- Arrive on time for your appointment and bring information about medication updates and any other information or new treatments.
- Tell us about your needs and concerns.
- Follow the care plan that is agreed upon-or let us know the obstacles you have to accomplish them to discuss and find solutions.
- Take medications and treatments as prescribed and learn about your insurance to know what it covers.
- Return for all recommended visits of follow-ups.
- Seek our advice before you see other physicians. We may be able to care for you and we know about the strengths of various specialists.