



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.