



## WHAT PROVIDERS NEED TO KNOW: EVERY CHILD DESERVES A MEDICAL HOME

The American Academy of Pediatrics (AAP) and the National Center for Medical Home Implementation (NCMHI) want children, youth, and their families to know **that EVERY child and youth deserves a MEDICAL HOME.**

**MEDICAL HOME** is the kind of care we all want and deserve. **MEDICAL HOME** is based on a trusting partnership between a child/youth, their family, and the primary care pediatric team who oversees the child/youth's health and well-being. **MEDICAL HOME** is not a place — it is the way care is provided to children, youth, and their families.

### A **MEDICAL HOME** means that—

- ☀ The pediatric team and other health care providers...
  - Know the health history of the child/youth;
  - Listen to the concerns and needs of the child/youth, as well as those of their family;
  - Follow up with any other health care providers a child/youth received care from, when necessary;
  - Work in partnership with the child/youth and their family to ensure that their medical and non-medical needs are met;
  - Create a trusting, collaborative relationship with the child/youth and family;
  - Treat the child/youth with compassion and an understanding of his/her strengths;
  - Develop a care plan with the child/youth and their family when needed;
  - Respect and honor the culture and family traditions of the child/youth and their family.

- ☀ The child/youth and family...
  - Are comfortable sharing concerns and questions with the pediatric team and other health care providers;
  - Routinely communicate their needs and priorities to the primary care provider;
  - Remember to tell the pediatric team about any care received between visits (eg, emergency room visit, urgent care clinics).

### Examples of patient-centered services in a **MEDICAL HOME** may include:

- ☀ Partnership with patients and families in their preventive, acute, and chronic care needs
- ☀ 24-hour access to care with clinician support
- ☀ Extended access to care (eg, advanced scheduling, evening and weekend hours)
- ☀ Easy-to-read, understandable information for patients/families describing the practice and how they can access appropriate care (eg, patient brochure, Web site)
- ☀ Care coordination—continuity and integration of care across all of the patient's conditions and health care needs.

The AAP is reaching out to health care providers, parents, children/youth, child care providers, and others to spread the word about the **MEDICAL HOME** approach to care and what it means to them.

The AAP encourages parents and children/youth to be active participants in a **MEDICAL HOME** and to open a dialogue with their pediatric team about how to implement a **MEDICAL HOME** together.

Additional information about **MEDICAL HOME** can be found at [www.MedicalHomeInfo.org](http://www.MedicalHomeInfo.org).

Join us in spreading the word that *EVERY child deserves a MEDICAL HOME.*



**NATIONAL CENTER FOR  
MEDICAL HOME  
IMPLEMENTATION**

A cooperative agreement between the Maternal and Child Health Bureau/HRSA and the American Academy of Pediatrics