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 (e.g., 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 (e.g., advanced scheduling, evening and weekend hours)
- Easy-to-read, understandable information for patients/families describing the practice and how they can access appropriate care (e.g., 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.