

Welcome to your PCMH

Patient-Centered Medical Home

Madeleine C. Weiser MD & Associates

What is a **patient-centered medical home**? A patient-centered medical home is a system of care in which a team of health professionals work together to provide all of your health care needs. We use technology such as electronic medical records to communicate and coordinate your care and provide the best possible outcomes for you. At our pediatric office, it is imperative that the team of health care professionals work together with the patient and the patient's parents or guardians to develop the best immediate and long term healthcare plan.

Our goal is to be your partner in health care by serving as your child's medical home. We are committed to make a personal physician available to you who will provide for all of your child's health care needs and coordinate your child's care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities, and other places where your child receives health care.

The family is the most important part of the patient-centered medical home. When you take an active role in your child's health and work closely with us, you can be sure that you're getting the care you need.

Who is on the patient-centered medical home care team?

Your primary care provider leads your care team, which may include specialized doctors, nurses, health educators, and other health care professionals such as pharmacists or physical therapists. Our team acts as "coaches" who help your child get healthy, stay healthy, and get the care and services that are right for you. The child, of course, is the center of the care team.

How does a patient-centered medical home benefit your family? In a patient-centered medical home, we:

- Are available when you need us. You can communicate with us easily and efficiently and get appointments quickly.
- Get to know your child and your child's health history. We know about your personal or family situation and can suggest treatment options that make sense for your child.
- Help you and your child understand your child's condition(s) and teach you how to take proper care of your child. We explain your options and help you make decisions about your child's care.
- Help you coordinate your child's health care – even if we are not the ones giving them the care. We will help you find specialists, get appointments, and make sure specialists have the information they need to provide proper care.
- Use technology such as electronic medical records and share records to help prevent medical errors and make sure that we are always on the same page.



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How do you get the most from a patient-centered medical home?

WHAT YOU CAN DO:

1. Be in charge of your child's health
 - Know that you are a full partner in your child's care.
 - Understand your child's health situation and ask questions about their care.
 - Learn about your child's condition and what you can do to help them stay as healthy as possible.
2. Participate in your care
 - Follow the plan that we have agreed is best for your child's health.
 - Give your child's medications as prescribed.
 - Keep scheduled appointments for your child and attend follow-up visits when necessary.
3. Communicate with your care team
 - Tell us when you don't understand something we said or ask us to explain it in a different way.
 - Tell us if your child received care from other health professionals so we can help coordinate the best care possible.
 - Bring a list of questions and a list of medicines or herbal supplements your child takes to every appointment.
 - Tell us about any changes in your child's health or well-being.

YOUR CHILD'S CARE TEAM WILL:

1. Get to know you and your child
 - Learn about your child, your family, your child's life situation, and preferences. We will update your child's records every time you seek care for them and suggest treatments that make sense for your child.
 - Listen to your questions and feelings and treat you and your child as full partners in your child's care.
2. Communicate with you
 - Explain your child's health situation clearly and make sure you know all of your options for care.
 - Give you time to ask questions about your child's health and answer them in a way you understand.
 - Help you make the best decisions for your care.
3. Support you
 - Help you set goals for your child's care and help you and your child meet these goals every step of the way.
 - Give you information about classes, support groups, or other services that can help you learn more about your child's condition and help them stay healthy.
 - Send you and your child to trusted experts when necessary.

