



PATIENT-CENTERED MEDICAL HOME

Frequently Asked Questions for Patients and Families

What is a Patient-Centered Medical Home?

A Patient-Centered Medical Home (PCMH) is a personalized care model led by your pediatric primary care provider and a team of health care professionals that collectively take responsibility for supporting your child's wellness. Taking a holistic approach, this team supports both physical and mental health, ensuring vital preventive care and tailoring treatment to heal or manage illnesses.

Together, your pediatric primary care provider and an extended team of health professionals partner with you, building a relationship to better understand your family's situation, medical history, and health issues; building a trusted relationship providing you with a resource you can rely on for expert, evidence-based health care answers that are suited entirely to you or your family.

How will a PCMH benefit my child?

There are many benefits to being in a PCMH:

- Comprehensive care from your PCMH helps you address any health issue at all stages of your child's life and development.
- Coordination of care occurs when any combination of services you and your child's provider decide are needed, connected, and ordered in a rational way, including the use of resources in your community.
- Continuous care occurs over time and you can expect continuity in accurate, effective, and timely communication from any member of your health care team.
- Accessible care allows you to initiate the interaction you need for any health issue with a physician or other team member through your desired method (office visit, phone call, or electronically) and you can expect elimination of barriers to the access of care and instructions on obtaining care during and after hours.
- Proactive care ensures you and your provider will build a care plan to address your child's health care goals to keep them well, plus, they will be available when your child gets sick.
- Evidence-based care means that your child's care team stays up-to-date with the latest medical research and clinical practice guidelines, and will work with you to personalize your care to fit your preferences and your goals.

Who is on my child's PCMH team?

Your team may include a doctor, nurse practitioner, licensed practice nurse, medical assistant or health educator, as well as other health professionals. These professionals work together to help you get healthy, stay healthy, and get the care and services that are right for you. When needed, your provider arranges for appropriate care with qualified specialists.

What does the PCMH team do for my child?

The PCMH team is your child's dedicated team, providing the care needed, when it's needed, customizing as required to meet individual needs. Together, we help you set appropriate health goals and work with you to achieve them. At each visit, your team takes the time to ensure you understand what you need to do to successfully meet your goals and answer any questions you might have. As a partner on your child's wellness journey, you'll understand all the care options available, allowing you to make an informed choice about your child's care.

What services are available through my PCMH?

We provide comprehensive, compassionate, and continuous pediatric care.

- Same-day appointments
- Preventive care and physicals (health risk assessments, sports and school physicals)
- Chronic disease management (such as diabetes, heart disease, arthritis, asthma, and more)
- Acute care for illness and injuries
- Well child visits, screening and vaccinations
- Group visits and classes to help you lead a healthy lifestyle
- Self-management tools and patient education to help manage your care
- 24/7 phone access to an on-call care team
- Online electronic access to your medical records
- Referrals to vetted specialists and mental health providers
- Management of multi-specialty care plans including mental health

How will my PCMH support me to care for my child and help them help themselves?

The care you receive in a PCMH goes beyond the office visit with your provider.

- We ensure you have the tools and resources for continuous care.
- We help you set goals for your child's care and support you meet them one step at a time.
- We encourage you and your child to fully participate in recommended preventive screenings and services.
- We recommend tools and education materials you can use to improve your child's condition and manage their health.
- We provide information about classes, support groups, and other services to help you learn more about conditions affecting your child and staying healthy.
- We provide information about resources in your community to help you manage your child's health and wellbeing.
- We provide resources and, if needed, appropriate referrals to behavioral health specialists to help your child make and sustain healthy changes to lifestyle or to address mental health conditions.

How can my PCMH help if my child needs to see specialists or go to a hospital?

Your PCMH team will coordinate care with all of your child's health care providers. They will recommend quality specialists for you and your family and will work them, hospitals when necessary to continuously plan and manage care.

With your consent, your PCMH team will inform specialists and hospitals about your child's medical conditions, preferences, and care goals, and will follow up to obtain information after your specialty visit or hospital stay. We will also follow up with you and your family to make sure you get the care your child needs and that you understand your plan of care.

Can my PCMH help me when I have an emergency?

If you have a medical emergency, please dial 9-1-1.

For other clinical problems or medical advice, call your PCMH first, **(904) 223-9100**. Depending on the nature of your concern, you may be able to save time and the costly expense of an inconvenient trip to the emergency room. Your pediatric primary care provider is the best first call when you need help but are not experiencing a medical emergency.

You can reach a PCMH team member by phone 24/7, and same-day appointments are always available.

If you do go to the emergency room, please inform the staff of your pediatric primary care provider and ask them to contact your PCMH team as soon as possible, to ensure the best possible continuity of care.

How can I support my PCMH team to enhance my child's care?

You are encouraged to actively participate in your child's care.

- Understand that you are a full partner in your child's health care

- Learn about your child's health, any existing conditions, and what you can do to help them stay as healthy as possible.
- Do your best to follow the care plan that you and your PCMH team have agreed is important for your health.

Do your best to communicate with your PCMH team. We work hard to create a safe, judgment free environment.

- Tell us all about your child's health, medical history, and the health history of your family
- Bring a list of questions to each appointment and a list of any medicines, vitamins, or remedies you use.
- If you don't understand something your doctor or other member of your medical home team says, please ask them to explain it in a different way.
- If you get care from other health professionals, always tell your medical home team so they can help coordinate for the best possible outcomes for your child.
- Talk openly with your child's care team about your experience with the PCMH team to help us continuously improve care.

How do I access my child's PCMH?

We offer convenient same-day and next-day appointments, after-hours phone access and extended hours—early mornings, evenings, and Saturdays.

Visit [Pediatrica.com/locations](https://www.pediatrica.com/locations) for a full list of the PCMH locations, hours and phone numbers.

To book an appointment call 1-833-781-1040 or log into the patient portal at [Pediatrica.com](https://www.pediatrica.com).

For all urgent concerns, please contact us by phone. For non-urgent matters, general information, and to make an appointment, please call us during regular business hours.

How do I transfer my child's records to my PCMH?

We will need your consent to obtain your medical records from your previous primary care provider or from specialists you have seen in the past. Consent forms are available in your new patient package and extra copies are available from our front desk in person or by email.

Can my child be in a PCMH if we don't have health insurance?

We accept many insurance plans including Medicaid and fee for service patients. Call us to discuss your situation. We provide all patients with the same access to care regardless of their health insurance status.

Depending on your financial situation, you may be eligible for government subsidies to buy private health insurance, or you may be eligible to enroll in Medicaid.

For more information and to check your eligibility visit [Healthcare.gov](https://www.healthcare.gov), or ask your care team for assistance. Please note that we can only provide information about where and how to apply for insurance. We cannot provide recommendations for specific plans nor tell you which services are covered or not covered.