

WORKING WITHIN YOUR MEDICAL HOME TIPS FOR FAMILIES

Family-Professional Partnership
Creating a Medical Home with your physician

AT YOUR APPOINTMENT

- Be prepared: Always bring a list of questions or concerns
- Bring copies of any recent evaluations, tests, x-rays, etc
- Share information about how your child is changing (progressing, regressing, etc)
- Get right to the point: Be direct about your concerns and avoid repetition when talking to the physician (remember your time is extremely limited)
- Report any changes in insurance prior to arriving at your appointment
- Ask how to get care after-hours if needed
- Doctors are human, too: They may not have all the answers, but should at least be willing to find them for you if asked
- Be willing to be a teacher: Share your knowledge about your child's condition and the care you provide to keep him/her well

WORKING WITH YOUR COORDINATOR

- Get to know this person well: They are the best link to your physician and to the many resources you may need
- Ask about services that may help you care for your child and family (community, state and federal)
- Be willing to be a teacher: Share your knowledge about resources in your community
- Avoid a crisis: Don't wait until the last minute to ask for help. Give enough time for requests for be completed
- Offer your expertise as a parent to another parent of a child with special health care needs
- See your coordinator as an ally, an advocate and a valuable member of your team

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Partnerships are a two-way street

Respect must be mutual for a true partnership to be formed

Be willing to teach and to learn

Remember: At the end of the day, you both share the same goals;
To provide the best care possible to your child

*For more information on Medical Homes, contact:
Arizona Department of Health Services
Office for Children with Special Health Care Needs*

150 N. 18th Ave, Suite 330
Phoenix, AZ 85007
Phone: 602-542-1860
FAX: 602-542-2589