

PATIENT-CENTERED MEDICAL HOME

Delaware Pediatrics was first recognized as a Patient-Centered Medical Home in 2011. We have successfully recertified since then and remain committed to the spirit of patient centered care.

What is a Patient-Centered Medical Home?

- ✚ It is a team approach to providing total health care at our office for you or your family member. Your Medical Team consists of physicians, nurse practitioners, physician assistants, as well as our medical assistants, nurses, and care coordinators.

Who is part of your Patient-Centered Medical Home Team?

- ✚ Your health care provider
- ✚ All other staff at your health care provider's office
- ✚ Most importantly- **YOU!** You are the most important person on your health care team. Patient-centered is a way of saying that you are the focus of your health care.

What do you need to do as part of your Patient-Centered Medical Home team?

Keep your medical home providers informed!

- ✚ Let your health care provider know about care you receive from other health care professionals outside of our practice.
- ✚ Please work with your health care provider to provide your complete medical history.
- ✚ **Call your medical home first with any questions about your health and appointment requests before you go to an Urgent Care Center or Emergency Room!**
- ✚ Call our office at **(716) 884-0230** during regular business hours as follows:

Monday - 8 am to 7:30 pm
Tuesday - 8 am to 7:30 pm
Wednesday - 8 am to 7:30 pm
Thursday - 8 am to 7:30 pm
Friday - 8 am to 4:30 pm
Saturday - 8 am to 11:30 am

- ✚ After **Hours and on Weekends** call **(716) 827-1621** for our answering service
- ✚ Let your medical home know if you have been in the hospital. Call your provider as soon as you are discharged from the hospital to set up appropriate follow up visits.
- ✚ Let your medical home know of any changes in your medications after a hospital stay or from a visit with another health care professional.
- ✚ Bring all your medications (or a list of your medications) with you to each visit.
- ✚ Take an active role in your own health.
- ✚ Follow the health care plan that you and your team agreed on.
- ✚ Set goals that you can reach. Once these goals have been reached, discuss new goals.
- ✚ Tell your team if you are having trouble staying with your care plan or if it is not working for you.

What can your Patient-Centered Medical home do for you?

- ✚ Help you manage your health care -- taking into consideration the **WHOLE** package, including but not limited to medical, physical, social, and behavioral health needs.
- ✚ Help answer all your health questions.
- ✚ Listen to your concerns.
- ✚ Coordinate your care if additional services are needed, including setting up care with medical specialists, behavioral health specialists and at other facilities.
- ✚ Provide you with tools such as educational materials or other literature to assist in your self-management of your or your family member's health using evidence-based guidelines - please see our website for more information (delawareped.com)
- ✚ Encourage you to play an active role in your own health.
- ✚ Assist you with HealthCare Coverage - please contact our office for more information.
- ✚ Please reach **medical records** at **(716) 884- 0230, ext. 123** for any medical record needs in either transferring or receiving records.