

THE MEDICAL HOME APPROACH

A Checklist for Parents of Children and Youth with Special Health Care Needs

A medical home is an approach to providing comprehensive primary care that facilitates partnerships between patients, clinicians, medical staff, and families. A medical home extends beyond the four walls of a clinical practice. It includes specialists, educational services, family support and more.

Instructions: Use this checklist as a tool to help you choose providers that embrace a medical home approach to health care. You can also use this tool to help you identify unmet needs within your health care experiences.

Check the appropriate box (yes/no) that reflects your child's health care experiences.

ACCESSIBLE	Yes	No
Care is provided in your community.		
The provider accepts your insurance.		
The location meets American Disabilities Act (ADA) requirements.		
Access to health advice or care is available around the clock, 365 days per year.		
The office is accessible by public transportation.		
FAMILY CENTERED	Yes	No
Office staff and medical providers recognize that you and your family are the principal caregivers and the center of strength and support for your child		
Your medical providers and family share the responsibility in decision making		
CONTINUOUS	Yes	No
The same providers are available from infancy through adolescence.		
Communication occurs between providers to ensure your child's needs are met at any age.		
Assistance is provided to secure providers for adolescents transitioning to adult care.		

COMPREHENSIVE	Yes	No
Preventive and primary care is provided. (Ex: well checks, vision/hearing screenings)		
Growth and development assessments are conducted when appropriate. (Ex: height, weight, developmental milestones)		
Referrals to specialty care services are available and offered when needed. (Ex: speech therapist, cardiologist, ear/nose/throat, nutritionist)		
Health education is a part of visits or available upon request. (Ex: healthy eating, physical activity, sleeping habits)		
Your provider is knowledgeable about community resources and shares information. (Ex: local support groups specific to your child's diagnosis, educational supports in the community, housing supports, Medicaid waivers)		
COORDINATED	Yes	No
You and your family are linked to appropriate support, educational, and community services. (Ex: support groups, online resources)		
Office staff communicate and work with all agencies to ensure your priorities for your child's needs are met.		
A centralized record containing important information on your child's care is maintained by you, your provider(s) and office staff. (Ex: online patient portal)		
COMPASSIONATE	Yes	No
The provider(s) shows concern for the well-being of your child and family.		
The health care provider(s) demonstrate empathy and understanding of the various emotions associated with raising a child with specific health care needs.		
Office staff are flexible and respond to requests and needs. (Ex: scheduling, privacy, waitlist options)		
CULTURALLY EFFECTIVE	Yes	No
Your family's cultural background is recognized, valued, and respected.		
Office staff avoid stereotypes and cultural assumptions.		
Multi-language materials and translation services are made available.		