

Davenport Pediatrics, P.A.

1-10-19

TC09: Role of the Medical Home

Davenport Pediatrics has a process and materials that it provides patients, families, and caregivers on the role of the medical home.

Policy

It is the policy of Davenport Pediatrics to provide all patients with comprehensive information about the role of the medical home, to include the following:

- Davenport Pediatrics is responsible for coordinating patient care across multiple settings;
- Instructions on obtaining care and clinical advice during office hours and when the office is closed;
- Davenport Pediatrics functions most effectively as a medical home if patients and families provide a complete medical history and information about care obtained outside of the practice;
- The care team gives the patient, family, and caregiver access to evidence-based care, education and self-management support;
- The scope of services available within Davenport Pediatrics, including how behavioral health needs are addressed; and
- Davenport Pediatrics provides equal access to all of their patients regardless of source of payment.

Procedure

Davenport Pediatrics provides patients, families, and caregivers information on the obligations of the medical home, as well as the responsibilities of the patient, family, and caregiver as partners in care. Specific services that patients can expect from Davenport Pediatrics, whom to contact for specific concerns, questions and information, and the roles of the care team are explained in the new patient welcome packet.

The information provided to patients, families and caregivers includes, but is not limited to:

- Goals: A concise statement of the principles of the patient-centered medical home and Davenport Pediatrics' intended role to care for and coordinate the range of the patient's care across all settings.

- Access: Davenport Pediatrics' office hours, telephone numbers, where to seek after-hours care, and how to communicate with and request clinical advice after office hours.

Davenport Pediatrics provides equal access for all patients, regardless of insurance status. Equal access regardless of insurance status is stated in the material.

- Expectations: A description of the comprehensive patient information Davenport Pediatrics needs from the patient and patient's previous and other current providers to effectively serve as the patient's medical home. This information includes current medications, allergies, visits to specialists, medical history, health status, behavioral health care, recent test results, self-care information and data (or where to obtain it) from recent hospitalizations, specialty care or emergency department visits.

Quality Control

Davenport Pediatrics monitors the policy and procedure in the following manner:

- Information about office hours, telephone numbers and contacts is updated on the practice's website within 24 hours of any changes to these data.
- Printed patient information materials about the practice's medical home goals, etc., are kept updated and addendums or revised statements are re-printed and mailed and/or electronically transmitted via a patient portal notification to all patients when major changes occur.