

In a patient centered medical home the patient and their needs come first. As your medical home, we will work together as a team along with other health care professionals to assist you with all your health care needs. Team members consist of you (the parents), the patient (your child), your primary care physician, the nurses and the triage nurse and in some cases a member of our front office staff. All team members are not involved in every case but as your medical home we have the ability to provide you with the team approach at any time.



HOW OUR TEAM CAN HELP YOU:

We make it our mission to get to know both our patients and their families. If your primary care physician is not available or out of the office, any of our other physicians would be happy to see you. They can answer any and all of your questions. If your child requires a follow up visit while your primary care physician is out of the office, another physician will be made aware and will be available for all follow up questions and visits.

Our team often consults with other medical specialists. If you need to see a specialist, your team can provide you with the information needed to contact the specialist's office to set up an appointment. In urgent situations, our team will contact the specialist for you and help set up an appointment when it is convenient for you. As a team, we will provide the specialist with all the information needed for your visit. We will follow up with the specialist after your appointment and come up with the best plan of action for the patient. Remember to tell your team about any other health care professionals you may have seen in the past.

Our team has convenient office hours for your appointments and can be reached during regular business hours. After the office has closed for the day, the on call physician can be reached by calling the office and having our after hours service page them. The physician will return your call promptly and instruct you on the best course of action. Our team utilizes a pediatric advice line, which assists parents with any questions or concerns they may have while the office is closed. Our team is able to access your child's medical records after hours to review any pertinent information. The physicians also have the ability to access records from Stamford Hospital if necessary.

Our team utilizes an electronic medical system to track all of your health care information. All office visits and correspondence with the office are saved in the patient's record. Each of our exam rooms have self-management handouts for patient's distributed by the physician to take home with them. If a handout is given, it is noted in the patient's record. We also have a number of helpful website links listed on our website including www.healthychildren.org which is very informative for our patient's to use. We want our patient's to know that they are a full partner in their own care. We encourage them to learn about their condition and to follow a plan made in conjunction with their team. Goals should be set that are reasonable to reach. We want all of our patient's to leave the office with a clear idea on how to care for themselves.

Any information we receive from other medical specialists, public and private community services and home care agencies concerning our patient's health is scanned into their medical record. The entire medical record is easily accessible to our entire team and organized to ensure efficiency.

We follow The American Academy of Pediatrics (AAP) and Barton D. Schmitt evidence-based guidelines. The AAP guidelines are comprehensive, family-oriented, accessible and culturally effective to all children and youth. Both the AAP and Barton D. Schmitt guidelines are used during triage calls with our team and during office visits to ensure the best quality of care is provided.



WHAT YOU CAN CONTRIBUTE TO THE TEAM:

COMMUNICATION

Make a list of any questions you may have concerning your child's health and well being. Feel free to share how you feel about the quality of care you are receiving and what may or may not be working for you so changes can be made.

STAY HEALTHY

Make sure you schedule all of your regular well appointments and stay up to date on vaccines. If parents are not in agreement with our standard immunization schedule, our team will work with you to come up with an alternative schedule that is better suited for you. Immunizations may be given separately, however all patients must be immunized. As a team, both parents and physician must agree upon and adhere to the alternative schedule. Occasionally, our physicians like to follow up with a patient before their next well appointment, so it is important to make those appointments as well. Our team is also available for sick and follow up appointments to ensure we keep your child healthy.



WHAT YOU CAN CONTRIBUTE TO THE APPOINTMENT:

- Bring your list of questions
- Update your team on any changes to the patient and family medical history
- Share what is and is not working for you. If you are having trouble sticking with your care plan, tell your team about it so changes can be made together if necessary.
- Make sure you understand what is expected from you before you leave the office. Use your own words to repeat back the things you have discussed. This way, both of you know the information is clear.
- Bring your insurance card and information with you to each visit
- Be familiar with the office policies and ask about any you do not understand

