

ST. JOSEPH PEDIATRICS

~YOUR CHILD'S MEDICAL HOME~

Your child's health and wellness is a top concern of ours. To give your child the best care, we must all work together. This idea is called the Patient Centered Medical Home. We will work with you to manage your child's health care needs.

As a Medical Home, we will:

- Take care of short-term illness and long term chronic diseases
- Listen to you and your child and address your concerns
- Help your child stay healthy by giving you easy to understand information
- Respond promptly to your calls, questions and concerns
- Have a provider on call after-hours for your urgent needs (can be reached by request by calling St. Joseph Health System operator—362-3411)
- Remind you when vaccines and tests are due
- Notify you of test results in a timely manner
- Help coordinate care with other health care professionals and community service agencies if needed

As a Medical Home, we trust you to:

- Actively participate in decision-making and take part in planning your child's medical care
- Follow the care plan that is agreed upon as best you can
- Let us know when you see other health care providers and ask them to send us a report about your child's care (we will be notified if you are seen in the Huron Shores Walk-In Clinic or St. Joseph Health System's ED)
- Keep your appointments or call to reschedule or cancel in a timely fashion
- Contact the after-hours provider only for issues that cannot wait until the next work day
- Learn about your insurance so you know what it covers or work with us to help develop a payment plan
- Pay your share of the visit fee when your child is seen in the office
- Give us feedback to help us improve our services