

What is a health care home?

Do you sometimes feel that your health care visits can be confusing? Many people visit a lot of doctors and feel lost in the system. Your health care home care team will listen to your questions and help you find your way.

South Lake Pediatrics Health Care Home offers a family-centered way of providing care for children. Through a Health Care Home, your child's **Clinician** and other members of the **Care Team** coordinate care to make sure your child receives all necessary health services.

Health Care Home is a way of delivering health care. It does not represent a physical building; rather, it is a team approach to care that gives you access to all the services and support you need. This team includes the patient, parents/guardians/caregivers, your pediatrician and/or nurse practitioner, other health care providers and clinic staff.

Everyone benefits from coordinated, patient and family-centered care. However, a Health Care Home is especially important for people with chronic conditions such as asthma, autism or depression.

“In the past, we would see different doctors at every visit and we would have to explain our child’s condition over and over again. Now we see the same doctor every time and she knows everything about my child, even which specialists we have seen and which tests we have done.

Molly’s Mom and Dad



Glossary

Clinician: a Pediatrician or Nurse Practitioner who is chosen by you to be your main provider at South Lake Pediatrics. We encourage our Health Care Home families to select a primary Clinician to manage their health care.

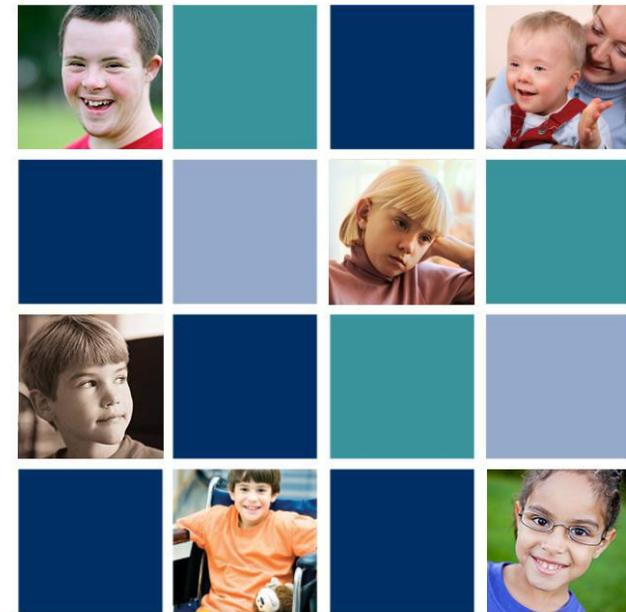
Health Care Home Care Team: a group of health care professionals who plan and deliver patient care in a coordinated way in collaboration with the patient and family. The care team includes one **Clinician, the patient/family, a Care Coordinator and possibly other care team members.** If your child has more complex needs, numerous health care professionals, both at South Lake Pediatrics and elsewhere may be members of the team. The key feature of our Health Care Home is that all team members coordinate with one another. This makes your job as your child’s advocate easier to navigate. We know the system well and will work with you to find the best resources to fit your child’s needs.

Care Coordination: a team approach that engages the patient/family, the **Clinician**, and other members of the **Care Team** to enhance the patient’s well-being by organizing timely access to resources and necessary care that results in continuity of care.

Care Coordinator: a member of the **Care Team** who has background and experience in navigating health care and other systems of care.

Care plan: The care plan is made just for your child and family. The plan includes your child’s medical summary, care team members, access to care, health goals and a plan for achieving those goals.

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South Lake Pediatrics

- Team Based
- Patient and Family Centered
- Coordinated Care



South Lake Pediatrics
is a Minnesota
Health Care Home.

In a Health Care Home

- You have an ongoing relationship with your **Clinician**.
- Care is focused on the whole child, not just one part or concern.
- Your **Clinician** partners with other specialists and connects you to other health care services, support networks and community services, if needed.
- You and your family are included in making decisions about your health care.
- As partners, you and your **Health Care Home Care Team** work together to plan care based on the needs of your child.
- Families are valued and key members of the **Health Care Home Care Team**.
- Families and **Clinicians** share mutual respect and trust.
- Your family's cultural and religious beliefs are valued. When possible, your preferences for treatment and care are met.

“My daughter, Camerynn, sees many different doctors. Before choosing a health care home, it was my job to remember and coordinate everything while also taking care of my child. Since being in a Health Care Home, we have made a care plan that lists everything in one place. Now I can spend more time focusing on the appointment.”

Ashley

What are the Benefits of Care Coordination?

When you agree to ongoing care coordination you will be adding a specific **Care Coordinator** to your **Health Care Home Care Team**.

- Your family will be given additional time for all appointments at South Lake Pediatrics.
- You will receive improved ability to communicate and make appointments with your **Health Care Home Care Team** through your **Care Coordinator**.
- Your individual **Care Coordinator** will help you find specialty care or community services and will provide educational information and resources for your child's ongoing concerns as needed.
- Your **Care Coordinator** will work with you to create a care plan that is unique to your child. Some families may benefit from a care plan which a **Care Coordinator** will be able to help put together. Besides a list of medications, health concerns and specialists, the care plan will include specific information that will spell out what things are important to your child. Things like; “what upsets me and what makes me feel most comfortable.” A plan is also put into place for how to best access after hours care. Goals are made that are patient and family-centered and a plan is developed to reach those goals. As goals are reached, you will work with your **Care Coordinator** to develop new goals.

Note: At this time any agreement to work with care coordination will not result in any out of pocket expense. However, in the future, it may allow South Lake Pediatrics to bill your insurance company to help cover the cost of care coordination.

For more information about South Lake Pediatrics' Health Care Home contact us at: 952-401-8300

How can I get the best care?

- Bring a list of your top questions or concerns to discuss at every visit.
- If you have a chronic health condition, ask for a care plan that you can use to communicate with other medical providers, nurses or other people involved in your care. A care plan at minimum should include information about your child's diagnoses, current medications, names of specialists and other care providers.
- Be open and honest about your child's health habits. Your **Clinician** is here to help you, not judge you.
- Ask for something to be repeated if you do not understand it.
- Ask your **Health Care Home Care Team** to write down any next steps.
- Ask about how to get care after hours if needed.
- Ask to meet the office staff who will be working with you (nurses, person who makes referrals, billing person, etc.)
- Let your **Health Care Home Care Team** know how they are doing.

“Doctors are excellent at coming up with a plan for families that tell them what to do. The Health Care Home Care Team is excellent at helping families figuring out how to do it.”

Larry Manney, MD