



# Patient Centered Medical Home and You



## **What is PCMH?**

A Patient Centered Medical Home (PCMH) is not a physical place, but a way of delivering quality healthcare to our patients. Your child's medical home team manages their care and services – acting as the “hub” of their health care. PCMH puts the patient and their family at the center of the healthcare system. It is a commitment from your physician that the care your family receives will be Accessible, Continuous, Comprehensive, Family-Centered, Coordinated, and Compassionate.

### **We promise to:**

- Provide evidenced based care and educational resources tailored for your child's health.
- Explain and answer questions about your child's health in an easy to understand way.
- Coordinate your child's care across the complex health care system and following up on the care they receive.
- Provide your family with same day appointments whenever possible.
- Help you access the care and advice you need when the office is not open.
- Provide you with clear instructions on your child's treatment goals and future plans for every visit.
- Give you 24-hour access to a patient portal which provides your child's medical records and a message center for non-emergency questions.
- Provide information on covering your health care costs and guarantee quality care no matter your insurance status.

### **We trust you and your family to:**

- Provide your child's complete health history and any changes in their health.
- Take part in planning your child's care.
- Have a clear understanding of your child's treatment and future health goals.
- Tell us what medications your child is currently taking and be responsible for obtaining refills.
- Keep us informed of other hospital or doctor visits you make for your child and any medication changes that happen as a result of these visits.
- Ask other health care providers to send us a report about your child's care when you see them.
- Give us feedback to improve our services.
- Sign up for Patient Portal access, a convenient way to access and update your health records online

The providers of  
Oakbrook  
Pediatrics have  
always strived to  
provide  
outstanding  
patient care.  
Now, we are  
proud to  
announce that  
we have achieved  
our goal to  
serve you as a  
certified  
Patient Centered  
Medical Home.

