

## The Medical Home: A Family - Professional Partnership

“Our medical home is a place where they know my story, they listen to my son, and they respect us. They facilitate our services and recognize these service needs beyond medicine. They talk with us.” — Judie Walker, whose 18-year-old son has cerebral palsy and asthma

### The Children with Special Health Care Needs Services Program (CSHCN)

1-800-252-8023

E-mail: [cshcn@dshs.state.tx.us](mailto:cshcn@dshs.state.tx.us)

Or visit:

The Medical Home Information Website:

<http://www.dshs.state.tx.us/cshcn/medhome.shtm>

National Center for Medical Home Initiatives

for Children with Special Health Care Needs Website:

<http://www.medicalhomeinfo.org>

Center for Medical Home Improvement

<http://www.medicalhomeimprovement.org>

**Every Child Deserves a Medical Home!**



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What is a  
Medical  
Home?

## Every Child Deserves a Medical Home

A medical home is not just a place, like a clinic or a hospital.

A medical home is a partnership between a child, the child's family, and the child's primary health care setting. That setting can be a physician's office, a hospital outpatient clinic, a school-based clinic, a community health center, or a health department clinic.

At a medical home, the child's family and health care experts are a team. They work together to find and access all the medical and non-medical services the child and family need.

Most of all, "medical home" is a name for a special kind of health care: health care that is accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally competent.



## A Medical Home Means Family-Centered Health Care

A medical home is:

### Accessible

- Provides community-based health care at times that best serve the community and the family.
- Accepts Medicaid, CHIP, CSHCN, and private insurance.

### Family-Centered

- Sees the family as the expert in their child's care.
- Offers a safe place for families and professionals to discuss health care issues as partners.

### Continuous

- Ensures that a child sees the same doctor over time.
- Provides transitional assistance to adult care or specialty care.

### Comprehensive

- Provides preventive, primary and specialized consultative care.

- Collaborates with specialists and therapists.
- Shares information about insurance and other resources.

### Coordinated

- Develops a plan of care with doctor, family, and child as a team.
- Offers support, education and links to schools and community-based services.

### Compassionate

- Shows concern for child and family.

### Culturally Competent

- Acknowledges and respects every family's cultural and religious beliefs.

## Providers Partner with Families in Medical Homes

Parent-professional teamwork is a key part of developing medical homes for all children.

What are families looking for in a health care provider?

- A respectful listener
- Someone who sees their child as a "whole" person
- A caring attitude
- Understanding, support, and someone to be there for them
- Clinical know-how
- Someone who can add to their power and knowledge
- Someone who allows for and supports hope



When a child has a medical home, the family can be confident that they are partnering with knowledgeable and caring professionals who are always there to provide quality health services and care coordination.