

Friendship Pediatrics

Patient-Centered Medical Home

What is a Patient-Centered Medical Home? What does it mean for you as our patient; what we as your care team will do for you; and what we expect you to do for your child's health?

The Patient Centered Medical Home is a care delivery model whereby patient treatment is coordinated through their primary care physician to ensure they receive the necessary care when and where they need it, in a manner they can understand. The objective is to coordinate care between patients and their parents, physicians and other health care providers.

A patient-centered medical home means that you will be surrounded by a dedicated team of health professionals; working together with you, to optimize your health goals. We will be using the best evidence-based medicine, education and resources available for you today, thus helping to empower you to take responsibility for your child's health and give you the support you need to succeed.

****Please note** that we now have a patient portal where you can retrieve your child's medical information online! Please contact our front desk staff at 301-656-2745 or via e-mail at frontdesk@friendshippediatrics.com to sign up today!

As your primary care provider, we will:

- Learn about your child, your family, life situation, health priorities and preferences. Our team will have access to your child's health history every time you seek care and will suggest treatments that make sense for your family.
- Take care of any short-term illness, long-term chronic disease, and your child's all around well-being.
- Keep your child up-to-date on all vaccines and appropriate preventative screening tests.

- Connect your child with other appropriate members of a health care team (specialists, therapists, teachers etc.) and coordinate care with them.
- Help find appropriate behavioral professionals as needed (including specialists, support groups etc.)
- Be available to your family, after hours, for urgent medical needs. Our regular business hours are: Monday through Friday 9 am - 5 pm. We are available for extended hours from 5-6 pm many weekdays and from 8-9 am on a limited basis. We can see your child for acute problems on Saturday, Sunday and holidays. Should you require medical care outside business hours, urgent needs can be directed to the pediatrician on call by calling our office number, 301-656-2745, which will connect you to our automated answering service.
- Notify you of test results in a timely manner.
- Communicate clearly so that all conditions and options are well-understood.
- Listen to your questions and feelings. We will respond promptly to you, and your calls, in a way you can understand.
- Help you make the best decisions for your child's care.
- Give you information about classes, support groups, or other services that can help you learn more about your child and their health.
- Help you understand your insurance option, including insurances (commercial and medicaid plans) we participate with and other options such as ACA and SCHIP. If your child is uninsured please contact us at 301-656-2745 or frontdesk@friendshippediatrics.com for assistance on how to get insurance coverage. We will provide a reduced fee schedule on a temporary basis if unable to pay fully until you are able to obtain insurance

We trust you, as our patient's parent, to:

- Know that you are a full partner with us in your child's care.
- When you join our practice, you will provide us with a complete medical history and inform us if/when you obtain care outside of the practice. Upon your first visit, we will have you complete new patient forms so that we may obtain previous records you or your child may have. Should you have any questions about this process, please contact the front desk at frontdesk@friendshippediatrics.com or 301-656-2745.
- Come to each visit with updates on medications, dietary supplements, or remedies being used, and any questions that you may have.

- Keep scheduled appointments or call to reschedule as early as possible. Scheduled visits canceled in under 24 hours or "no-shows" will incur a \$50.00 fee for annual checkup, \$25.00 for sick visit.
- Understand your child's health and development and what you can do to help your child thrive.
- Work with us to develop and follow a plan that is best for your child's health. If you have obstacles in fulfilling this plan, please discuss them fully with our staff.
- Take medications, as prescribed.
- Contact us after hours **only** if your medical concern **cannot wait until the next work day**.
- If possible, contact us before going to the emergency room in order to optimize your use of emergency services.
- Agree that all health care providers in the Friendship Pediatrics team will receive all information related to your healthcare.
- Learn about your health insurance coverage either from your insurer, or, if you have additional questions about billing, you can contact our billing manager at 301-656-2745 or via e-mail at billing@friendshippediatrics.com
- Give us feedback to help us improve our care for you.