

# Early Support for Infants & Toddlers



*Kids' Potential, Our Purpose*

## Parent Information: Medical Homes and Primary Care

### What is a Medical Home?

A medical home is a model of care that helps create a partnership between you, your family, and your primary care doctor, so that together you can make sure that the medical and non-medical needs of your child are met. Ideally every child with special needs would have a medical home, but less than half do. Your doctor's office may not be able to provide all of the services of a medical home, but you can talk with them about what they can provide. Your Family Resources Coordinator (FRC) can help you find community resources you or your child may need.

### If your family DOES NOT have a primary care doctor, your FRC will:

1. Offer to help you locate a doctor and/or medical home and to find health insurance if needed.
  - a. Your FRC can show you available options, but is not able to make recommendations.
  - b. Together, you can call the Family Health Hotline **1-800-322-2588** (or visit [www.parenthelp123.org](http://www.parenthelp123.org)) and say you are looking for health insurance and/or a doctor for your child.
2. Offer to write an outcome in your Individualized Family Service Plan (IFSP) to support you in identifying a doctor.

### If your family DOES have a primary care doctor, your FRC will:

1. Ask for your permission to share your child's progress with your doctor. If you agree, the FRC will:
  - a. Tell your doctor that your child is in early intervention;
  - b. Share your IFSP with the doctor;
  - c. Share your child's progress; and
  - d. Let your doctor know when your child leaves the early intervention program.
2. Offer information to you on what medical homes are.

### Questions to ask your child's primary care doctor to help you make sure your child's needs are met:

- What is your experience with children who share my child's special needs?
- Can my child see the same doctor each time?
- How do you get records from the specialists that see my child?
- How do I see my child's medical records?

- Is there someone at your office who can help coordinate my child's medical care?
- How will you include me in decisions about my child's care?
- Is there an after-hours number I can call in an emergency?
- Do you offer evening and weekend appointments?

**When scheduling an appointment with your doctor, ask if you can have extra time for your questions and updates.**

## Resources

You can use a Care Notebook to plan and organize your child's care. For more information, see <http://cshcn.org/planning-record-keeping/care-organizer-for-parents/>

Talk to other parents- You can get support from other parents of children with similar needs. Parent to Parent Programs can provide that support through a Parent to Parent Coordinator. Find a coordinator in your area at: [http://arcwa.org/index.php/getsupport/parent\\_to\\_parent\\_p2p\\_programs/coordinators/](http://arcwa.org/index.php/getsupport/parent_to_parent_p2p_programs/coordinators/), call **(800) 821-5927**, email [parent2parentwa@gmail.com](mailto:parent2parentwa@gmail.com), or search on **Facebook for "Parent to Parent of Washington State."**

If your child has Medicaid/Apple Health for Kids, you can call the member services number on the back of your card and ask for case management or care coordination.

You can use the ESIT parent portal to email your FRC and other IFSP team members. If you're interested, ask your FRC to set this up for you.

Children with Special Health Care Needs (CSHCN) Coordinators are nurses in local health departments who can help your family (in most counties from birth to age 18). Ask your FRC for a referral if you're interested.

For an online brochure about medical homes, visit [http://medicalhome.org/wp-content/uploads/2016/06/MedicalHome-3-fold\\_ENGLISH\\_brochure\\_2014.pdf](http://medicalhome.org/wp-content/uploads/2016/06/MedicalHome-3-fold_ENGLISH_brochure_2014.pdf) and to access an older brochure in seven other languages, visit <http://medicalhome.org/resourcessupport/resources-by-language/>.