

The Ohio Medical Home and Listening With Connection Project

Coaching Tips

Parents and families want the best for their children. Medical providers and their staff are committed to providing the best medical care possible for children. A good medical home allows parents and medical providers to build relationships that develop trust and mutual understanding.

To help determine if a child has a medical home, here are some questions to ask:

Who is your medical home? Who is your child's doctor?

What is your relationship like with the doctor?

Do you feel like a member of your child's health care team? Are you respected and listened to?

Have you been to the Emergency Room?

Were you sent?

Did you go on your own?

Was your child admitted?

Can you get an appointment when you need one?

Are appointments available in the evening or on weekends?

Are there sick appointments available same day?

Some additional suggestions to share with families:

How to make the most of your child's appointment?

Take someone with you.

Create a list of questions and concerns ahead of time and take it with you. Be very specific. Know your child's symptoms, onset, duration, number of times they've experienced a particular symptom, etc.

Ask all your questions; don't worry about sounding silly, they've probably heard it before. Don't nod, say "OK" or "yes" until it really is!

Be ready to take notes. You'll want to jot down information and advice from your visit.

Learn the after hours policy:

Find out who to call when the office is closed

Take your calendar so you can schedule future appointments or further tests.

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