

How to pick a Medical Home

- ✓ The doctor and nurse believe that you know the most about yourself or your child.
- ✓ You are as important as the doctor and nurse when it comes to your health or your child's health.
- ✓ You respect and trust the doctor, and the doctor respects and trusts you.
- ✓ The doctor respects your culture and beliefs. If you want a certain kind of treatment or care, the doctor agrees if he or she can.
- ✓ Your doctor asks you about what you or your child needs, and works with you or others to meet those needs.
- ✓ Your child gets his or her shots, check-ups and urgent care.
- ✓ Someone at your doctor's office helps you if you or your child needs a specialist or other services.
- ✓ The doctor makes sure everyone who helps take care of you or your child has the information they need.
- ✓ The people at your doctor's office help you if you or your child gets sick or has a special need. They help you learn about the problem and may help you find other resources.
- ✓ The doctor makes sure you know what your choices are when you or your child needs treatment.

To Find out more:

ConnectCare

(ARKids First and Medicaid)

1-800-275-1131

www.arbetterbeginnings.com

(Division of Child Care and Early Childhood Education / Better Beginnings)

1-800-445-3316



THE INFORMATION WILL HELP YOU LEARN ABOUT SOME BENEFITS PROVIDED UNDER MEDICAID. AFMC IS NOT PROVIDING LEGAL ADVICE. REVISED NOVEMBER 2011 MS2-MHEBRO/118

Your Medical Home



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What is a medical home?

It may sound like a building, but a medical home isn't an actual place. It's a doctor you or your child go to for check-ups or when you get sick. This doctor is called a "primary care physician," or PCP.

Why should you have a medical home?

It may seem easier to see any doctor you can when you or your child is sick. But having a medical home — one doctor or clinic you call every time — means you are more likely to get the best care possible. If you see the same doctor every time, that doctor will know what sicknesses and health care you have had. You and the doctor will also get to know each other.

When should you go to the doctor?

If something is wrong with your health or your child's health, you should see your doctor. Health problems are easier to treat or manage when



they are new. You should also see your doctor for check-ups. Your doctor should know what problems to check for, and what shots or medicines you need to stay healthy.

What is "well-child care"?

Medicaid and most other insurance programs pay for children to see the doctor even when they're not sick. At these visits, the doctor will make sure your child gets all the shots he or she needs. These shots protect your child from sicknesses like measles, tetanus and chicken pox. The doctor will also check for health

problems and make sure your child is growing and developing as expected. If problems are found early, they are easier to treat or manage.

What should I do for help when my doctor's office is closed?

Most doctors have a number you can call after hours or on weekends or holidays. If you feel like you need to get care for a health problem that is not life-threatening, call your doctor's after hours number first. Your doctor can tell you if you need care right away, or if you can wait until the clinic opens again.



A Patient-Centered Medical Home in Arkansas is when a doctor makes sure you get the right health care services. This doctor is your PCP. They work with hospitals, specialists and other health care providers to give you the care you need, when you need it. By working together, these providers make sure you get high quality, safe care.