

PATIENT CENTERED MEDICAL HOME



460 Alabama Hwy 75 N
Albertville, AL 35951

www.smartstartpediatrics.com



PATIENT-CENTERED MEDICAL HOME

smart start pediatrics

PARTNERSHIP IN THE PATIENT-CENTERED MEDICAL HOME

AS YOUR PRIMARY CARE TEAM, WE WILL:

- Learn about you, your family, your life situation, your health goals, and your personal preferences. We will consult these and your health history every time you seek care and suggest treatments that make sense for you specifically.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your Care Team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. We will respond promptly to you – and your calls – in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition, so you can stay healthy.
- Connect you with community resources that may improve your overall quality of life.

WE TRUST YOU, AS OUR PATIENT, TO:

- Know that you are a full partner with us in your care.
- Keep scheduled appointments or call to reschedule/cancel as early as possible.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and any questions you may have.
- Let us know when you see other healthcare providers, so we can help coordinate the best care for you.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for your health. If you experience problems give your Care Team a call.
- Take medications as prescribed.
- Call if you do not receive your test results within two weeks.
- If possible, contact us before going to the Emergency Room, so someone who knows your medical history can care for you.
- Agree that all of your healthcare providers can receive information related to your healthcare.
- Learn about your health insurance coverage and contact us if you have any questions about your benefits. Pay your share of any fees.
- Give us feedback to help us improve our care for you.



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(256) 891-0300

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A medical home is an approach to providing total health care. With your medical home, you will join a team that includes health care professionals, trusted friends or family members (if you wish), and—most importantly—you.

Get ready for your appointment. Use this handy checklist:

- Make a list of your health questions. Ask a friend or relative for help if you need it. Put the questions that are most important to you at the top of the list.
- Make a list of other health care providers you have visited. Write down their names, addresses, phone numbers, and the reasons you visited them.
- Take all of your medicines, in their original containers, to your appointment. Be sure to include prescription, over-the-counter, natural, and herbal medicines and vitamins.
- Take your insurance card or other insurance information with you to your appointment.
- If you wish, ask a family member or trusted friend to go to your appointment with you.

Remember, the medical home can be a way for you to be informed about and involved in your health care decisions. The medical home can bring you, your family, and your health care team together to help you make the best choices about your health.

During your appointment, use this handy checklist:

- Write down the names of your team members.
- Use your list of questions. Ask your most important questions first. Even if you cannot get all of your answers on the first visit, having a list will help you keep track of the answers.
- Talk with your team about what health issue to work on first. Be sure you know what you should do before you leave the office.
- Use your own words to repeat back the things you've discussed with your team. This way, both you and your team will know the information is clear.
- Ask your team about how to reach them after hours if you need to.





AFTER-HOURS ACCESS



IF YOU HAVE A TRUE MEDICAL EMERGENCY, GO TO THE NEAREST EMERGENCY ROOM OR CALL 911.



Smart Start Pediatrics offers an after-hours nurse line. Triage nurses are available to provide assistance with urgent medical problems and to offer advice. If your call is regarding routine business matters such as appointment scheduling or prescription refill requests, you will need to call back during regular business hours for assistance. If you have an urgent medical problem or medical question after hours, you should call (256) 891-0300.

Your Care Team will receive correspondence from the triage service to ensure continuity of care. If needed, we will contact you to follow-up.



PATIENT-CENTERED HEALTH IMPROVEMENT PLAN

PATIENT NAME

DOB (MM/DD/YYYY)

PRIMARY LANGUAGE

TRANSLATOR NEEDED: _____ YES _____ NO

OPTIONS FOR ACCESSING CARE:

Patient may call the office at (256) 891-0300 when help is needed or use the patient portal for non-urgent issues.

INFORMATION ON CARE PLANNING AND CARE COORDINATION:

Call the office at (256) 891-0300 and...

Ask for REFERRALS - if you need information on insurance approval of referral or how appointment will be made.

Ask for CARE COORDINATOR - if you need information on education, resources, test results, equipment needs, or special feeding needs.

PRIMARY CARE TEAM MEMBERS:

PRIMARY PROVIDER:

CARE COORDINATOR:

REFERRALS:

DIAGNOSIS:

SELF-MANAGEMENT GOALS:

1. GOAL 1:

2. GOAL 2:

3. GOAL 3:

ACTION STEPS (Short-term steps you are ready & willing to take toward obtaining goals):

1. STEP 1:

2. STEP 2:

3. STEP 3:

