



Palm Beach Pediatrics is your child's medical home. Also known as a patient-centered medical home (PCMH), Palm Beach Pediatrics uses a team-based health care delivery model led by a Physician or Nurse Practitioner that provides comprehensive and continuous medical care to patients with the goal of delivering the best health care services possible. Care coordination requires additional resources such as health information technology and appropriately trained staff to provide coordinated care in a partnership between the patient/family, their primary clinician, and care team. Palm Beach Pediatrics will advocate for their patients and provide compassionate quality, patient-centered care by using evidence based medicine and decision support tools.

Care is coordinated and/or integrated between complex health care systems, for example across specialists, therapists, hospitals, and community agencies, and also includes the patient's loved ones. It is important that you let us know if any other provider of health care services sees your child. This will allow us to properly coordinate your child's care.

You can communicate with Palm Beach Pediatrics and your health care team traditionally by phone, but also through a secure web-based patient \*portal\*. Our staff will help you enroll in the patient \*portal\* where you will be able to view your children's medical records, obtain test results, fill out appropriate questionnaires, and request appointments, referrals, and medication refills. In addition, the \*portal\* will give you access to a library of educational resources.

As part of the PCMH, Palm Beach Pediatrics will be engaged in performance measurements to continuously gauge the quality of care and seek improvement in those measurements. Patients/families are involved in decision-making and provide feedback to determine if their expectations are being met. The use of health information technology supports optimum patient care by tracking performance, delivery of appropriate patient education, and ensures enhanced communication.

As has always been the policy at Palm Beach Pediatrics, access to care is available through open scheduling and extended hours including preventive and wellness care, acute injury and illness care, and chronic illness management. This includes provision of appropriate patient education, self-management and referral to community resources.

I have read and understood the PCMH concept.

\_\_\_\_\_ Signature & Relationship to child

\_\_\_\_\_ Date

\*portal\*> Palm Beach Pediatrics projects to be on our secure portal Fall 2013