

Is it ok to leave home?

Emergency Rooms and Walk-in Health Care Centers.

As the name implies, emergency room is for emergencies only - for life threatening injuries or illnesses that cannot wait for a trip to the doctor's office.

Clinics are helpful if away from home or illness occurs after hours. They are not a MEDICAL HOME - they do not provide the continuity of care that is provided by a MEDICAL HOME.

Our practice provides 24 hour on-call service so we can help you decide whether your child's problem can wait for a visit with us or should be evaluated right away.

For more information and resources about the MEDICAL HOME, go to:

www.medicalhomeinfo.org

Town Pediatrics

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Town Pediatrics... Your MEDICAL HOME Providing Comprehensive Primary Care

Your child's MEDICAL HOME

MEDICAL HOME?

A MEDICAL HOME is the kind of primary health care we all want and deserve. A MEDICAL HOME is not a place—it is the way care is provided to your child/youth and your family. At the core of a MEDICAL HOME is a knowledgeable, compassionate health care provider and care team chosen by a patient and their family to take care of a child/youth's health needs.



www.townpeds.com

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Services

As your MEDICAL HOME, we provide:

Personal Physicians

We get to know your child and family.

Partnership

We work with you in care management.

Clarity

We gather information between you and us that personalizes your care to meet your needs.

Primary Care

We focus on preventative services and a whole person orientation, which includes physical, social, and emotional health.

Continuity

We provide continuous care within our system allowing for a better understanding of issues and trends in health so that we can best understand your personal needs.

Care Coordination

We provide specialty referrals and can communicate your personal needs to these providers. Upon request, we can facilitate communication of your needs to schools and facilitate access to other resources in the community.

Record Keeping

We provide a central location for all your child's health care records while preserving confidentiality. If you do seek care outside our office (i.e., Urgent Care, Walk-in Clinic, Emergency Room), you can request those records to be transferred to us so all documentation from your visit will be centrally kept in your permanent record.

Initiatives

Initiatives currently underway at Town Pediatrics to meet your MEDICAL HOME needs:

Enhanced Access to Care

Some of our physician offer extended hours.

Introduction of open scheduling for well child or planned appointments.

Introduction of a patient portal that will allow you to check lab results and access your child's personal health record and post visit summaries.

Improved Quality and Safety

Quality Improvement. In 2013, practice physicians competed a project through the Children's National IQ Network to improve asthma care.

Patient Satisfaction. Currently we are getting ready to conduct a comprehensive practice wide patient survey so that we can incorporate your feedback to improve our care.

Electronic Health Records (EHR). Our EHR provides:

e-Prescribing that allows clarity in prescribing and provides tracking for medicines and cross-checks for prescriptions another physician may have provided.

Patient Registries to assist in providing reminders or alerts regarding your child's health.

Decision-making Support in recognition that information provided by families, children, and young adults are essential components of high-quality clinical decision-making, and that patients and family are integral partners with our health care team.

Our physicians are dedicated to providing you with high quality, compassionate medical care tailored to your personal needs. We are here to serve you.

