

The mission of the Bureau for Children with Medical Handicaps is to assure, through the development and support of high quality coordinated systems of care, that children with special health care needs and their families obtain comprehensive care and services which are family-centered, community-based, and culturally-competent.

For further information about the medical home, call or e-mail BCMH:
(614) 466-1700 or 1-800-755-4769 (toll-free for parents only)
bcmh@gw.odh.state.oh.us

Visit the Medical Home Information Website:
www.medicalhomeinfo.org

Adapted from "Every Child Deserves a Medical Home", Information for Families
University of Illinois at Chicago
Division of Specialized Care for Children

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A Family-Professional Partnership

Information for Families



"Every Child Deserves a Medical Home"



Medical Home Initiatives

For Children with Special Health Care Needs

What is a “Medical Home”?

A medical home is an approach to providing healthcare services in a high quality and cost-effective manner. A medical home can be a physician’s office, hospital outpatient clinic, a school-based clinic, a community health center or a health department clinic. Children and their families who have a medical home receive the care that they need from a family physician, pediatrician or healthcare professional that they trust. The parents and pediatric healthcare professionals act as partners in the medical home to identify and access all the medical and non-medical services needed to help children and their families achieve their maximum potential.

Parent-professional collaboration is an essential component in the provision of medical homes for children with special health care needs.

What families are looking for from professionals to enhance collaboration:

- A caring attitude
- A respectful listener
- Someone who sees their child as a “whole” person
- Empathy, support, or “just being there”
- Clinical competence
- Someone to recognize and enhance their power and knowledge
- Someone who allows for and supports hope



The roles of family partners in the “Medical Home”

In addition to being the constants in the life of the child, the experts in the individual needs and strengths of the child, the navigators of multiple systems, the supervisors of coordinators and the “Big Picture” persons, families can promote the medical home at the practice, policy and practical levels by:

- Communicating with other families about the benefits of a medical home
- Advocating for the needs of their children
- Educating healthcare professionals around the changes in attitudes, behaviors, practices and procedures that are needed to truly implement medical homes

“The real way to make change is to have families know what they can expect good care to be and to be able to facilitate that kind of care from their physician.”

Local physician participating in Medical Home training Excerpt from “Parents as Partners in the Medical Home” Part 4, Exceptional Parent Magazine, December 2000

A Medical Home Physician Ensures Care That Is:

- **Accessible**
 - Care is provided in the child’s community.
 - All insurance, including Medicaid and BCMH, is accepted and changes are accommodated.
- **Family-Centered**
 - Recognition that the family is the principal caregiver and the center of strength and support for children.
 - Unbiased and complete information is shared on an ongoing basis.
- **Continuous**
 - Same primary pediatric health care professionals are available from infancy through adolescence.
 - Assistance with transitions (to school, home, adult services) is provided.
- **Comprehensive**
 - Healthcare is available 24 hours a day, 7 days a week.
 - Preventive, primary, and tertiary care needs are addressed.
- **Coordinated**
 - Families are linked to support, educational, and community-based services.
 - Information is centralized.
- **Compassionate**
 - Concern for well-being of child and family is expressed and demonstrated.
- **Culturally-Competent**
 - Family’s cultural background is recognized, valued, and respected.

All children deserve a “medical home” where care is accessible, family-centered, continuous, comprehensive, coordinated, compassionate and culturally competent.