Your Child’s Michigan Medical Home

A Medical Home is a primary care clinic where a team of health care professionals led by a doctor work together to provide your child with family-centered, coordinated medical care. Through office visits, telephone visits and communicating over the secure patient portal, your medical home provides your child and you with a place to contact for all their medical needs. Your child's doctor is your care-partner in managing your child's medical conditions and setting goals for keeping your child healthy and active. It is a place that takes care of most of the medical needs of your child.

Being part of the Michigan Medical Home means you can trust us to:

- Provide preventive services, take care of short term illnesses and long term chronic diseases
- Discuss your child's goals and how you and your child would like to improve your child’s health
- Listen to you and your child and address your child’s concerns
- Provide you with information about your child’s health in a way you can understand
- Respond promptly to your calls, questions and concerns
- Have a doctor on call after hours for urgent calls
- Remind you when vaccines and tests are due
- Notify you of your child’s test results in a timely manner
- Help coordinate your child’s care with specialty doctors if necessary

Having a Medical Home means we trust you to:

- Take steps to assist your child’s healthy lifestyle
- Follow the care plan we agree upon as best you can
- Tell us about all the medications and supplements your child is taking
- Let us know when your child sees other health care providers and ask them to send us a report when your child sees them
- Ask questions if you do not understand any portion of your child’s health care
- Keep appointments as scheduled; if you do need to cancel or reschedule an appointment, call us or message us through the patient portal
- Call if you do not receive your child's test results within 2 weeks
- Use the “after hours” line only for issues that can’t wait until the next work day
- Call the office for non-emergent problems instead of going to the Emergency Room, so someone who is familiar with your child’s medical history can care for your child
- Become familiar with your health insurance benefits so you know what services are covered
- Pay your share of the visit fee at the time of the visit
- Give us your feedback so that we can improve our services

The University of Michigan Health System's list of Patient Rights and Responsibilities provides more information about what you can expect from us, and what we ask of you. Visit www.uofmhealth.org/patients-rights-responsibilities or ask for a copy at any of our locations.

For more on the “Medical Home” initiative, both at UMHS and nationwide, please ask your doctor or visit www.med.umich.edu/medicalhome/.