

# What Is a Patient-Centered Medical Home (PCMH)?

It's not a place... It's a partnership with your primary care provider.

PCMH puts **you** at the center of your care, working with your health care **team** to create a **personalized plan** for reaching your goals.



Your **primary care team** is focused on getting to know you and earning your trust. They care about you while caring for you.



Technology makes it easy to get health care when and how you need it. You can reach your doctor through **email**, **video chat**, or after-hour **phone calls**. **Mobile apps** and **electronic resources** help you stay on top of your health and medical history.



As you pursue your health care journey, you may make stops at different places:

Behavioral &  
Mental Health

Specialists

Primary Care

Community  
Supports



Wherever your journey takes you, your **primary care team** will help guide the way and coordinate your care.

A Patient-Centered Medical Home is the right care at the right time. It offers:



**Personalized care plans** **support** you help design that address your health concerns.



**Medication review** to help you follow your and monitor the prescriptions you're taking.



**Coaching and advice and encouragement** care plan and meet your goals.



**Connection to** peers in your community who share similar health issues and experiences.

Studies show that PCMH:



Provides better **support** and **communication**



Creates **stronger relationships** with your providers



Saves you **time**



To learn more about the PCMH, visit [www.pcpcc.org](http://www.pcpcc.org)

Lakeside Pediatrics is excited that you chose us to partner in your child's care. To provide the best care possible, we will be asking questions that will give our providers a full perspective about your child and help provide continuity of care. We will be happy to assist you in obtaining the following information as best as we can.



We are committed to keeping your children healthy. Our goal is to establish your child's care with a provider who knows you and your family and who believes in providing the highest quality health care to infants, children and adolescents in our community. To reach that goal, we are proud to announce that we are transforming our practice to a Patient Centered Medical Home (PCMH). Please see attached description. You will find our office to be a warm environment with a friendly and knowledgeable staff.

To be a successful medical home, we need your partnership. Please help us in obtaining the following and keep us up to date when changes in your health or family have been made.

**Medical Records:** Please make sure if your child has seen providers outside this office in the past that the medical records are forwarded. We have medical record release forms (you'll need 2, one to ask for the records and the other for us to receive the records). Anyone at the registration desk will be happy to help you.

**Family History:** Please complete a medical history not only of your child, but you, his parents; and the siblings and grandparents.

**Medication History:** Please supply a list of medications your child is on, including the dose and reason for the medication. We would also like a list of herbs, oils and any over the counter meds he/she might be using, including dosage. This is very important to know because some medications/herbs should not be taken with each other.

**Allergies and reactions:** We need to know what your child is allergic to including medications, lotions, creams, soap, and food. This includes anything that causes rashes, itching, breathing difficulties or anything that just doesn't "sit right".

**Care by someone other than your regular provider:** Has your child seen another provider or a specialist? Been to an Emergency Room? Urgent Care? Please arrange for medical records to be sent to us. We have medical release forms for you on our website under the "FORMS" tab.

**Recent testing:** lab, x-rays, CT, MRI

**Special health care needs:** Please inform us of any special needs that your child has.

We strive to be the center of your child's healthcare but will make referrals to specialty providers as necessary.

We generally admit our sick patients to either Kootenai Medical Center or Sacred Heart Medical Center and Children's Hospital in Spokane. Behavioral health needs are cared for on site, within the practice, or referred to the proper provider that will suit your child's needs.

When you come to your child's first appointment, bring any of the above documents that you can and your driver's license and insurance card. We accept most major insurance carriers. Our billing staff is available to help find resources.

Should you need to contact Lakeside Pediatrics, our office hours are 8 a.m. to 8 p.m. Monday – Friday, and 9 a.m. 4 p.m. on Saturday. We are closed on Sunday. You can call 208-292-5437 anytime. After hours, your call will be directed to triage4pediatrics, 877-726-9011. The staff there will either handle the call or connect with one of our providers on call, who will return your call. Check out our website at [lakesideped.net](http://lakesideped.net). We also have a portal for your child's records. You can also request med refills and appointments there! [Myhealthrecord.com](http://Myhealthrecord.com)  
\_ Ask for help at registration and we'll get you going!

We look forward to meeting you and your child!