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Your Dover Pediatric Patient-Centered Medical Home

What is a Patient-Centered Medical Home? What does it mean to you as our patient; what we as your care team will do for you; and what we expect you to do for your health?

A patient-centered medical home means that you will be surrounded by a dedicated team of health professionals; working together with you, to optimize your health goals using the best evidence-based medicine education and resources available for you today thus helping to empower you to take responsibility for your health and give you the self-management support you need to succeed.

As your primary care provider, we will:

- Learn about your child, your family, life situation, and health goals and preferences. Our team will recall your health history every time you seek care and will suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and you or your child's all around well-being.
- Keep you or your child up-to-date on all vaccines and preventative screening tests.
- Connect you and your child with other members of your care teams (specialists, health coaches, etc.) and coordinate care with them as you or your child's health needs change.
- Find appropriate behavioral help as needed (including specialists, support groups, etc.)
- Be available to you and your child, after hours, for urgent medical needs. Our regular business hours are Monday through Friday, 8 am – 5 pm for regular office contact. Should you require medical care outside of these hours, please call our office number and you will be forwarded to our answering service. Our answering service will take your information and forward your information directly to the on-call physician or if it's non urgent, they may opt to forward your call to our Night Nurse Triage service between the hours of 11:00 pm and 7:00 am. If you feel your child's condition requires a conversation directly with the physician on-call, please let our answering service know.
- Notify you of test results in a timely manner.
- Communicate clearly so that all conditions and options are well-understood.
- Listen to your questions and feelings. We will respond promptly to you and your calls, in a way you understand.
- Help you make the best decisions for your child's care.

- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- Help you understand your insurance options, should you have questions regarding your insurance coverage, please contact our accounts receivable department.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- When you or your child joins our practice, provide us with a complete medical history and inform us if you have obtained care outside of the practice. Upon your first visit, we will require new patient forms be completed so that we may obtain all previous records either you or your child may have. Should you have any questions about this process, please contact our referral specialist at (603) 742-4048.
 - Patient forms are also available on our website: www.doverpediatrics.org
- Arrive at each visit with updates on medications, dietary supplements, or remedies you or your child is using, and any questions that you may have.
- Keep scheduled appointments or call to reschedule as early as possible.
- Understand your health condition(s) and what can be done to stay as healthy as possible.
- Work with us to develop and follow a plan that is best for health. If you or your child has obstacles in fulfilling this plan, please discuss them fully with our staff.
- Take medications, as prescribed.
- Contact us, after hours, only if your issue cannot wait until the next business day.
- If possible, contact us before going to an urgent care center or emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in our healthcare team will receive all information related to your healthcare.
- Learn about your health insurance coverage either from your insurer, or if you have additional questions about billing, you can contact our billing department at (603) 742-4048.
- Provide us feedback to help us improve our care for you.

Thank you for entrusting your child's care with us.

Best Regards,

*The Providers of
Dover Pediatrics, PLLC*