

Happy Kids Pediatric Clinic of Broward

Your Patient-Centered Medical Home

Welcome to Your Medical Home

A Medical Home is all about the patient. Caring about you is the most important job of your Patient Centered Medical Home. In this personal model of health care, the primary provider leads the team of health care professionals that collectively take responsibility for your child's care. They make sure you get the care you need in wellness and illness to heal your body, mind, and spirit.

Your personal provider and an extended team of health professionals build a relationship in which they know your child, family situation, medical history, and health issues. In turn, you come to trust and rely on them for expert, evidence-based health care answers that are suited entirely to you and your family.

The Medical Home Advantage

There are many benefits to being in a Medical Home:

- We are available when you need us. You can communicate with us easily and efficiently. We offer same day appointments and phone advice 24/7.
- We know your child and their health history, and suggest treatment options that make sense for your situation
- We help you understand your child's condition(s) and how to take care of them. We explain your options and provide you with the information and tools to help you make decisions about your child's care.
- We assist you in coordinating your child's health care, even if we are not the ones providing the care. We can help you find specialists, get appointments, and make sure other doctors have the information they need to treat your child.

What does a medical home provide?

The medical home team works to help you get healthy, stay healthy, and get the care and services that are right for you. We provide annual physicals, vaccinations, newborn care, sick visits, and care for chronic conditions such as asthma and ADHD. When needed, your personal doctor arranges for appropriate care with qualified specialists.

We want to learn about you

- We want to get to know you, your family, your life situation, and preferences, and suggest treatments that make sense for your child.
- We want to treat you as a full partner in your child's care.
- We want to communicate effectively with you.
- We want to give you time to ask questions and we want to answer them in a way you understand.
- We want to make sure you know and understand all of your options for care.
- We want to ask you for feedback about your care experience.

We want to support you in caring for your child

- We want to help you set goals for your child's care and help you meet those goals one step at a time
- We want to give you tools and information so you can support your child in those goals.
- We want to encourage you to fully participate in recommended preventive screenings and services
- We want to give you information about support groups and other types of services to help you learn more about your child's condition and staying healthy. Listed below are some of our favorite resources:

HealthyChildren.org: American Academy of Pediatrics. Information on growth, development, and healthy living for newborns through young adults

MouthHealthy.org: American Dental Association and includes topics from teething to proper brushing to dental emergencies.

MyPlate.gov: Everything your child eats matters. The right mix now can help them be healthy now and in the future. My Plate offers ideas and tips to create a healthier eating style.

cdc.gov/vaccines: The Centers for Disease Control has a page dedicated to providing accurate, up-to-date information about vaccines, vaccine safety, and the recommended immunization schedule

Here is what you can do

Actively participate in your care

YOU are the most important member of the medical home team.

You are a full partner in your own health care

- Learn about your condition and what you can do to stay as healthy as possible
- As best you can, follow the care plan that you and your medical team have agreed is important for your health

Communicate with your Medical Home team

- Bring a list of questions to each appointment. Also, bring a list of any medicines, vitamins, or remedies you use.
- If you don't understand something your doctor or other member of your medical home team says, ask us and we can explain it in a different way.
- If you get care from other doctors or go to the hospital, always tell your medical home team so they can help coordinate for the best care possible
- Talk openly with your care team about your experience in getting care from the medical home so we can keep making your care better.

How do I access my Medical Home?

We offer convenient same-day and next-day appointments, after-hours phone access and extended hours—early mornings, evenings and Saturdays.

Monday 9:00 AM - 6:00 PM
Tuesday 8:00 AM - 5:00 PM
Wednesday 9:00 AM - 5:00 PM
Thursday 8:00 AM - 5:00 PM
Friday 9:00 AM - 4:00 PM

To make an appointment, call (954) 657-8060 or request an appointment on our website:

<https://www.toplinemd.com/happy-kids-pediatric-clinic-of-broward/>

For clinical advice and all other matters, please call (954) 657-8060. We respond in a timely manner to your phone calls or electronic messages sent through the Patient Portal. For all urgent matters, please contact us by phone. For all non-urgent matters, general information and to make an appointment, please call us during normal business hours.