

You may have heard talk about Patient-Centered Medical Homes, but what is it exactly? A patient-centered medical home is a system of care in which a team of health professionals work together to provide all of your child's health care needs. Here at ESD, we use technology, such as electronic medical records and the secure patient portal, to communicate and coordinate your child's care and provide the best possible outcomes.

As your child's medical home, ESD leads the health care team which may include specialized doctors, nurses, health educators, and other health care professionals such as pharmacists or physical therapists. Our team acts as "coaches" who help your child get healthy, stay healthy, and receive the right care for your child. Your child, of course, is at the center of his/her care team. In a patient-centered medical home, the ESD health team:

- Is available when you need us. You can communicate with us easily and efficiently and get appointments quickly. The secure patient portal allows you to communicate with us 24 hours a day, 365 days a year. In addition to patient portal access, after hours providers are available on call (513-248-1210) to address emergent issues.
- Knows your child and his/her health history. We know about your personal or family situation and can suggest treatment options that make appropriate medical sense. Scope of services include but are not limited to acute and preventative care, behavioral health, developmental and nutritional guidance.
- Provides evidence-based care. Providers use current best evidence in making decisions about patient care. ESD's providers integrate both individual clinical expertise with the best available external evidence, and neither alone is enough.
- Helps you understand your child's conditions and how to take care of your child. We explain your options and help you make decisions about your child's care. In addition, we encourage education and self-management. Various resources are provided at visits and are available on the website ([www.esdpeds.com](http://www.esdpeds.com))
- Helps you coordinate your health care -- even if we are not the ones giving you the care. ESD's care coordinator will help you find specialists, get appointments, and make sure specialists have the information they need to care for your child. If the patient is experiencing barriers to care, the ESD team will work to provide resources to help minimize these obstacles. ESD is committed to working with families to achieve the best possible medical outcome.
- Values the opinion of our families. Patient satisfaction surveys are sent via email and/or text message after each visit. Feedback from the completed surveys is reviewed and used to help with quality improvement measures. ESD strives to evolve to better meet the needs of our families.

- Uses technology such as electronic medical records and share records to help prevent medical errors and make sure that we are always on the same page. ESD embracing technology to improve medical outcomes.

ESD Pediatric Group understands the importance of the patient-centered medical home and is accredited as a certified Patient-Centered Medical Home with the National Committee for Quality Assurance (NCQA). The ESD medical home team looks forward to providing your child with superior patient-centered care!