



Pediatric Associates of Lancaster

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We want to be your medical home! We are striving to become certified as a National Recognized Patient Centered Medical Home. We hope this document will help you understand what it means for you as a patient and parent, what our office care team will do for you, and what we would like you to do for your own health as well.

In a Patient Centered Medical Home you will be surrounded by a dedicated team of professionals who will work together in conjunction with the patient and the patient's parents to optimize patient health goals using up to date evidence based medical guidelines and resources. We want to help empower patients and families to take care of themselves and provide the self-management resources needed to succeed.

Our goals as your medical home providers are to:

1. Learn about each family's and child's individual needs, history, goals and preferences.
2. Suggest treatments that make sense for you.
3. Partner with you to take care of any short-term illness, chronic disease, and your child's all around well-being and health.
4. Communicate with you clearly to help you understand pertinent diagnoses and treatment options.
5. Inform you of and keep your child up to date on all recommended screenings and vaccines.
6. Help to coordinate any special health care needs with specialists or other health care facilities.
7. Provide 24 hour access to online or telephone advice as appropriate.
8. Respond to you and your calls in a timely manner and in a way that you understand.
9. Notify you of test results in a timely manner.
10. Help you to make the best decisions for medical care.

We also trust that you, as our patients and families, will be responsible for:

1. Knowing that you are a full partner with us in your child's care
2. Coming to each office prepared to give updates on medications, supplements, changes to your child's health history, and questions you may have
3. Making and keeping scheduled appointments for sick and well child care
4. Calling to reschedule the day before your appointment if you will not be able to keep the appointment so that the time slot may be offered to another child in need of being seen
5. Arriving on time and prepared for your scheduled appointments
6. Being confident enough to ask questions during your appointment if you do not understand the diagnosis or treatment recommendations
7. Being willing to learn what you can do at home to keep your family as healthy as possible
8. Adhering to medication recommendations for best treatment outcomes
9. Agreeing that all office providers are part of your health care team and trusting that they will work together to give you the best care possible
10. Seeking care at our office when possible rather than an Urgent Care, Retail clinic, or Emergency room so that we may provide you with a high level of continuity of care
11. Learning about your health care coverage and benefits
12. Paying co-pays, deductibles, co-insurance and other personal obligations
13. Giving us feedback to help us improve our care for your child and family.