

# Welcome to *A to Z Pediatrics*



## *Your Child's Patient Centered Medical Home*

### **What is a Patient-Centered Medical home?**

A patient centered medical home is an approach to providing comprehensive primary care for people of all ages and conditions. It is a way for a physician-led medical practice, chosen by the patient, to integrate health care services for that patient who confronts a complex and confusing health care system.

The concept of a "Medical home" was introduced in 1967 by the American Academy of Pediatrics. Since that date, its principles have been widely embraced by *The American Academy of Family Physicians*, the *American College of Physicians* and many other health care organizations and advocacy groups.

**Accessible, continuous, comprehensive, family-centered, coordinated, compassionate and culturally sensitive cares** are the Key components of Patient Centered Medical Home.

**Patient-centered:** A to Z Pediatrics ensures that there is special relationship between the providers, patients and their families. We respect the wants, needs and personal preferences of our children and their families, and we will provide you with the education and the support to help with decisions in your child's care.

**Comprehensive:** A to Z Pediatrics provides a care coordinating team lead by providers who take responsibility for your child's physical, mental health care needs which include acute and chronic care, as well as preventative and wellness care. In order for us to provide comprehensive and quality care, please be prepared to provide a complete medical history including any new visits to specialists or recent hospitalizations so we may continue to deliver comprehensive care to your child.

**Continuous:** A medical practice that operates as a PCHM consists of a personal physician leading a team of health care professionals who collectively take responsibility for the ongoing care of the patient.

A whole person orientation is a key component of PCHM. A personal physician/provider chosen by the patient/family is responsible for providing for all the patient's health needs or taking responsibility for managing care with other qualified professionals. This includes care for all stages of life; acute care, chronic care, preventative services.

**Behavioral health concerns** can be addressed at an individualized appointment with your child's Selected personal clinician. Depending on your child's needs, further management and collaboration with insurance approved Behavioral health services may be recommended.

**Coordinated:** A to Z Pediatrics works with parents in order to organize care across all health care systems, including specialty care, hospitals, community services and support groups. We strive to maintain a complete medical record for your child. Therefore all our new patients and established patients who are seen at other health care facilities should request a **medical records release form** from our Front desk staff so that we can receive medical records in order to maintain continuity of care for your child.

**Accessible:** This enhanced access to health care means the A to Z Pediatrics practice provides patients with options such as open scheduling, expanded hours and various arrangements for communication between patients, the providers, the practice team and office staff. Patients/families will have access to providers "after hours" and to their medical records 24/7 via a secure patient portal.

A to Z pediatrics providers have a rotating call schedule, and one of them is available after hours by calling the office phone number (727-375-5242) and leaving a detailed message with our answering service.

**A to Z pediatrics assures equal access to all patients regardless of source of payment.** (If you are currently looking for insurance coverage for your child, please contact our office manager for information about obtaining coverage.)

**Committed to quality and safety:** A to Z Pediatrics care team guarantees that Patients / families will have access to evidence based care, patient and family educational materials and self-management tools. We seek quality Improvement measures to enhance the care of your child.

Effective: 08/01/2016



## PATIENT PORTAL

As we continue in our efforts to provide you, our patients, with the highest quality of care, we are constantly looking for methods of working together with you to ensure that you are not only aware of but also involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the web to track all aspects of your health care through our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

Our patient portal can be accessed from our website <http://www.atozkidz.com>.

Through the Patient Portal, you will be able to

- View or download your medical records: This includes labs, imaging, visit summaries for each visit, personal health record, referrals, immunization history, growth charts
- View and/or update your personal information
- View your statements
- Send messages to our staff including refill requests, lab or referral requests, or ask a non-emergent question of your physician
- View your upcoming and past appointments
- Fill out certain questionnaires before your visit
- View educational handouts specific to your visit that have been provided by your physician or access the database to search for health information on your own

**Messages sent by Patient portal may take up to 2 business days, and please call the office main Telephone number 727 -375 -5242 for urgent questions/problems.**

If you have any questions regarding this service, how to use the portal, or have any issues logging in, please contact our office at 727-375-5242

***Thank you for choosing A to Z Pediatrics as your child's medical home.***

