Coaching Tips

Parents and families want the best for their children. Medical providers and their staff are committed to providing the best medical care possible for children. A good medical home allows parents and medical providers to build relationships that develop trust and mutual understanding.

**To help determine if a child has a medical home, here are some questions to ask:**

- Who is your medical home? Who is your child’s doctor?
- What is your relationship like with the doctor?
- Do you feel like a member of your child’s health care team? Are you respected and listened to?
- Have you been to the Emergency Room?
  - Were you sent?
  - Did you go on your own?
  - Was your child admitted?
- Can you get an appointment when you need one?
  - Are appointments available in the evening or on weekends?
  - Are there sick appointments available same day?

**Some additional suggestions to share with families:**

**How to make the most of your child’s appointment?**

- Take someone with you.
- Create a list of questions and concerns ahead of time and take it with you. Be very specific. Know your child’s symptoms, onset, duration, number of times they’ve experienced a particular symptom, etc.
- Ask all your questions; don’t worry about sounding silly, they’ve probably heard it before. Don’t nod, say “OK” or “yes” until it really is!
- Be ready to take notes. You’ll want to jot down information and advice from your visit.
- Learn the after hours policy:
  - Find out who to call when the office is closed
- Take your calendar so you can schedule future appointments or further tests.
The Ohio Medical Home and Listening With Connection Project

Listening With Connection