



Medical Home Phone Script

To be used when scheduling office visits for families with children with special needs who have accepted a Medical Home at the practice.

When scheduling the office visit, staff will ask about the family and child's special needs as follows:

"We are trying to better accommodate children and families at appointment time. Does your child have any special needs that we should be aware of? For example:

1. Will you need extra time at this appointment to discuss your child's needs with the doctor or other office staff?
2. Will you need help getting into the office building or the exam room?
3. Will you need special accommodations in the waiting room or in the exam room?
(For example, does your child feel better waiting in the waiting room with other children and families, or does your child feel better waiting in the exam room where there is less stimulation?)
4. Would you like to meet with our Care Coordinator during this visit to discuss your child's health insurance, coordination of benefits, educational issues, or referrals for specialty care, therapies, or other services?

If your needs change between now and when you come into the office, please contact us to make arrangements that will help your child's visit be a more positive experience."

Documentation of any identified needs on the chart and/or computer will help with continuity of care and follow-up.