

**Briarcliff Pediatric Associates
755 No. Broadway, Suite 500
Sleepy Hollow, NY 10591**

February, 2017

Thank you for choosing Briarcliff Pediatrics/Boston Children's Health Physicians as your child's Patient Centered Medical Home (PCMH).

What is a Patient Centered Medical Home?

A Patient Centered Medical Home is not a building, place, or hospital. Rather, it is an approach to providing comprehensive healthcare. As your PCMH, we want to be the first place you think of for all of your child's medical needs. We believe that the partnership between the patient, the patient's family, and his/her provider and care team is important. The care team, led by your primary care provider, is committed to providing the best healthcare services possible. Your child's care team will work with you and any outside providers or facilities to coordinate care across all settings, including behavior health. The team will offer appropriate medical advice, information, and self-management support based on current recommendations and evidence-based guidelines.

Your care team...

- Knows the health history of your child.
- Listens to your questions, concerns, and feelings, as well as those of your child.
- Learns about you, your family, your life situation, your health goals and preferences.
- Coordinates your child's care with other healthcare providers.
- Creates a trusting, collaborative relationship with you and your child.
- Treats your child with compassion and an understanding of his/her strengths.
- Develops a care plan with you and your child when needed.
- Respects and honors your culture and traditions.
- Keeps your child up to date with all vaccines and preventative screenings.
- Takes care of short term illnesses, long term chronic diseases, and your child's overall well-being.
- Will notify you of test results in a timely manner.
- Gives you information on community resources and other services to support your child's health.
- Helps you make the best decisions for your child's care.

You and your child...

- Are comfortable sharing concerns and questions with your pediatric team and other health care providers.
- Provide a complete and accurate medical and family history to your pediatric team to ensure that the practice has all of the most important and relevant medical information to effectively care for your child.
- Routinely communicate your child's needs and family priorities to your pediatric team.

- Remember to tell your pediatric team about any care received between visits (including emergency room visits & urgent care clinics) so we can help coordinate your child's care.
- Ask questions if you do not understand something.
- Keep scheduled appointments or call to reschedule as soon as possible.
- Bring your insurance card to each appointment.
- Pay copays and past due balances at the time of service.

We see you, the parent, as an important member of your child's health care team. As your child matures, we hope he or she will become an increasingly active team member. Preparing your child to take the lead in caring for his or her own health is, ultimately, our team's most important task.

We are here to support your child's care 24 hours a day, 7 days a week. Our office hours are

Monday 9:00 am – 5:00 pm,
Tuesday, 9:00 am – 6:45* pm,
Wednesday, 9:00 am – 6:45* pm,
Thursday 9:00 am – 6:45* pm,
Friday, 9:00 am – 5:00 pm
Saturday, 9:00 am – 12:00 pm

To schedule an appointment, call the office at 914-366-0015. Every effort will be made to schedule you with your child's primary care physician. Same-day appointments are available for urgent and routine needs. We encourage you to call as early as possible if a same-day appointment is desired. If you have a question for your physician, and it is during office hours, please call 914-366-0015 and ask to leave a message for the doctor or nurse. If it is after hours and you have a medical issue that cannot wait, please call the office and ask to leave a message for the physician or nurse on call. The on-call physician or nurse will contact you in one hour or less. **If you have a medical emergency, call 911 or proceed directly to the emergency room.**

You can use our Patient Portal to ask your care team non-urgent questions. Visit Briarcliffpeds.com and click on Patient Portal to log in. Messages are returned within 2 business days. Please talk to your care team if you would like to sign up for the patient portal.

We provide equal access to care regardless of source of payment.

If you do not have health insurance, please visit www.healthcare.gov for information about obtaining coverage, or call the office and ask for information about obtaining healthcare coverage.

To transfer your records today, please call the office at 914-366-0015 and we will assist you with obtaining all of the appropriate medical information from your previous healthcare provider with your direction and approval.

Briarcliff Pediatrics

* based on physician availability.