

Video Transcript: Are there opportunities for families to serve as members of the medical home team?

Created by the National Center for Medical Home Implementation, a cooperative agreement between the American Academy of Pediatrics and the Maternal and Child Health Bureau, Health Resources and Services Administration.

Blue background with title: Are there opportunities for families to serve as members of the medical home team?

Eileen Forlenza, BS National Consultant- Patient-and Family-Centered Care is interviewed.

EILEEN FORLENZA: Families role in the medical home team is actually the centric place, the vortex of where all of this comes together. So when I look at a medical home team I'm looking at a medical home team approach with families being in the center of that and families have a role by being a part of the team period. We'll often say their primary care provider is the quarterback of the team and that the different specialists are a part of that team but the family's role on the team is to really to ask the question what are my responsibilities? And it may be as simple as make sure you always have your insurance card with you, make sure you can clearly define what's going on in this episode if it's an episodic visit vs an ongoing chronic care concern and that's why they're there. But to help families understand their role on the medical home team is first of all about again leveling the playing field so families can really understand that as a team together with decision making, information exchange, coordinating care—all of that is part of the team approach and families are just as much of value on that team as anybody else

White screen with text: For more information visit www.medicalhomeinfo.org

Fades to the National Center for Medical Home Implementation Logo.

Video Link: <https://www.youtube.com/watch?v=A7DFo96ibUc>