

Video Transcript: Describe a situation where your pediatrician valued your insights?

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: Describe a situation where your pediatrician valued your input and insights as a parent related to your child's care.

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

EILEEN FORLENZA: So as a parent of a child with special health care needs we have been frequent flyers of the system for a long time, and my daughter is nonverbal so I have an added honor and privilege to speak on her behalf when it comes to managing her healthcare. So there have been times when the primary care provider or our pediatrician we were coming in for a particular purpose—let's say it was looking at what's happening with the seizure medication and with that we have to bring in the neurologist and specialists of other types, and so sometimes with the pediatrician it made more sense to say, let's hold off on this discussion about the neurology issues we are having right now, and what I really need to talk about is how can I make a better experience for her at school when the school nurse is not comfortable managing the seizures.

Or when we are having women's health issues at the school and, as a parent, I just have to put my parent hat on and I want her to have a really good experience at school, but how to manage her healthcare and her health needs at school is has always been a challenge so sometimes I can't rely on my pediatrician to just say hold off here we were going to talk about med management today, but what I really need to manage is an inclusive setting in the school and how to manage her situation at school, and that only comes from having a relationship with the pediatrician, and it happens when families feel confident enough in that relationship to say, can we just go a little off course today? Because what's really important is what we are going through right now. So I think that's really an important piece for pediatricians to understand how important it is that families lives are constantly moving and changing and that relationship needs to respond to that

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