Resources We Want You to Know About:

Family Voices *local and national*
www.familyvoices.org

Your State Maternal and Child Health and Title V Programs *Title V supports children and families with particular needs*
https://amchp.org/title-v-state-profiles/

Family to Family Resource Centers *lots of important information from families to families*

https://familiestogetherinc.org/

National Center for Medical Home Implementation
www.medicalhomeinfo.org
or call 800-433-9016 x 7621



Communication is Important

Our Services:

We provide access to our care team and will contact you based on your preferences including phone, secure messaging through our portal and text to cell.

Please think of us as your first point of contact for all matters related to your child's health.

Our Health Care Team:

Anitha Jagadish, MD, FAAP

Arturo Gamez, MD

Tina MacDougall, APRN, FNP-BC

Contact Us:

Tender Care Pediatrics

2115 SE Lennard Road

Port St. Lucie, FL 34952

Phone: 772-335-1812

Fax: 772-335-1825

www.tendercarepediatric.com

Or log on to your patient portal account and send us a secure message!

TCP Tender Care Pediatrics

We Are Your Family-Centered Medical Home The American Academy of Pediatrics promotes access to quality Medical Homes for all children and youth.

Guide for Families

Combining Traditional Care and Modern Technology in Partnership with Families!



What Is a Family-Centered Medical Home?

The **Medical Home**… is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (AAP policy statement, 2002, reaffirmed 2008).

This means our practice, as your **Medical Home**, is a central resource for all of your child's care needs. In a Medical Home, your doctor, nurse or physician's assistant and their staff who see your child for routine check-ups – makes you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your child's care.

As your Medical Home we will also help you find needed information and resources, such as information about:

- Pediatric specialists
- Health conditions/latest treatments
- Home care, equipment, and vendors
- Supports and respite services for your family
- Other key local services

Access and Communication

Our practice would like to be available when you need us. Please ask about any special communication or access needs that you or your children have.

We have policies with your needs in mind…for example:

- When you call for an appointment you will be seen as soon as indicated based on the severity of your problem and in many cases the same day!
- When your child has tests or procedures done you will get the results by phone or portal message.
- If you are referred to a specialist with your permission we will share information with them and with you in a timely manner. Please let us know if you need assistance with specialist appointments or care coordination.

Contact Us:

Tender Care Pediatrics

772-335-1812 or log on to your portal account!

Call our main number where nursing staff answers all calls during office hours to assist you.

Practice/provider email: send us a secure message through your portal account

Practice website: www.tendercarepediatric.com

We are open: M-F with hours posted on our website

If you have an emergency:

Call 911 for a true medical emergency or go to nearest emergency room. At all times call our main number 772-335-1812 to speak with us or for instructions on how to contact the on-call physician.

As Your Medical Home We Will:

- Take care of your child when he or she is sick and provide routine well care according to AAP/Bright Futures guidelines
- Help you plan your child's care and provide appropriate education/information
- Talk with you about any needed testing or treatment that
- Work with you and other care providers to coordinate care

You Can Make Care Better and Appointments Go Well if You

- Are prepared to share how your child is doing
- Write down and bring your main questions and concerns or send them to us ahead of time via the patient portal
- Bring in a list of any other providers your child's sees with their contact information
- Ask for help in creating and sharing a complete record of your child's care through our portal
- Complete pre-visit surveys prior to office visits
- Send us updated information before and between appointments via our patient portal

