



Patient-Centered Medical Home (PCMH) Patient-Provider Partnership

At Northpointe Pediatrics our goal is to provide your child with a high standard of care. We do this by being your Patient-Centered Medical Home. We value a strong bond between you, your child, our physicians, and our health care team.

Our commitment to you:

- Have open and honest communication regarding your child's health and wellness
- Explain our exam findings and test results clearly and answer all your questions
- Provide inclusive care for all patients
- Provide 24-hour access to a provider for after-hour needs
- Work with specialists to coordinate care for your child

Patient/Family Responsibility:

- Contact your provider first for all your child's health care needs
- Complete medical treatment, testing, and follow-up office visits as recommended
- Ensure your provider knows what medications your child is taking
- Ask your doctor if there is something you don't understand
- Keep insurance and contact information up to date
- Provide feedback on what we are doing well and what we could improve on

After-hours care: For urgent life-threatening emergencies please call 911. If you need medical advice after hours, please call our nurse triage line at 844-538-1834.