

NCQA Patient-Centered Medical Home

The NCQA Patient-Centered Medical Home is the model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care, and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

“NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients,” said NCQA President Margaret E. O’Kane. “Recognition shows The Pediatric Center has the tools, systems and resources to provide its patients with the right care, at the right time.”

To earn recognition, which is valid for three years, A medical practice must demonstrated the ability to meet the program’s key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.



What's a PCMH?

A “**Patient-Centered Medical Home**” (PCMH) is how health care is delivered to patients. The medical home team at The Pediatric Center manages care and services for you – acting as the “hub” of your health care. PCMH puts you, the patient, at the center of the health care system, and provides primary care that is Accessible, Continuous, Comprehensive, Family-Centered, Coordinated and Compassionate.

Our Responsibilities to You:

- To listen to your questions and concerns and to explain disease, treatment, and

results in an easy to understand way.

- To coordinate your overall care across the complex healthcare system, sending you to trusted specialist if necessary and following up on the healthcare services you receive.
- To provide you with same day appointments whenever possible.
- To provide instructions on how to access the care you need when the office is not open and to be available to you after-hours.
- To provide clear instructions about your treatment goals and future plans for every visit.

Your Responsibilities to a PCMH:

- To ask questions and be active in your care.
- To provide your health history, and other important information, including any changes in your health.
- To call our office first with your health concerns unless it is an emergency.
- To inform us whenever you utilize any other health system such as the emergency room or a self referral to a specialist.
- To have a clear understanding about your treatment goals and future health goals.

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Our Office Website: DrKoplow.com
Our Pediatric Website: DrMDK.com

Office Hours:

Monday	10am	--	5pm
Tuesday	10am	-	5pm
Wednesday	10am	-	5pm
Thursday	11am	-	7pm
Friday	10am	-	3pm
Saturday	10am	-	2pm
Sunday	10am	-	noon