



The Bronx Health Link



You and Your Medical Home

Inside this

Every family should have a Medical Home.

What is a Medical Home?

A hospital, clinic, or doctor's office where you can get different kinds of medical care in a way that is sensitive to your culture, open to your needs, and helpful for your entire family.

A Medical Home should be where you have annual checkups and call or visit when you or a loved one is sick or have a problem.

If you have received care at several different places, you should request to have all records sent to the place that is your Medical Home. If you go to the emergency room, ask for a written report for your Medical Home or request that a report be sent. You should have a primary care provider - a health care professional who is your main partner in getting care.



Who Is Who At Your Medical Home 2-3

About The Bronx Health Link 4

Medical Home Benefits

- **Better quality of care.**
- **Access to services.**
- **Prevention, finding health problems early so they can be treated.**
- **Working closely and having close communication with a provider who knows you and your health needs.**
- **Working with your health provider to take care of health problems.**
- **Better patient and family satisfaction.**



Who is Who at Your Medical Home?

There are many types of medical professionals. All have special education and are licensed by New York State.

Physicians - are doctors of medicine. Physicians have many years of education. Doctors diagnose and treat illnesses as well as perform regular physicals. Physicians prescribe medications and some perform procedures like surgery.

Doctors who work in your Medical Home may be primary care physicians. That means they are the first type of doctor you see with a problem. If they need special help, they will refer (send) the person to a specialist like a surgeon (who does surgery), an allergist (who treats allergies) or an oncologist (who treats cancer). Specialists may sometimes work at a different office.

Some types of primary care physicians at a Medical Home are:

Family Practitioners - are general doctors who can take care of a whole family's needs throughout their lives. They can provide prenatal care (for pregnant women), deliver babies, and care for children, adults, the elderly, and the dying.



Pediatricians - are doctors who specialize in treatment of children from birth to 21 years. Some pediatric specialists are neonatologists (who take care of premature babies and other newborns with special needs) and pediatric cardiologists (who take care of children with heart disease).

Internists - are doctors who specialize in identifying and treating diseases of the body's internal organs. They also provide primary care for many of their patients.

Obstetricians and Gynecologists (OB-GYNs) - take care of women's special health needs.

Obstetricians - treat pregnant women and attend deliveries. They deliver babies (without complications) and can perform caesarian sections (surgery to deliver the baby).

Gynecologists - do regular check-ups in which they examine a woman's reproductive organs. Many of these doctors are called obstetrician-gynecologists and may provide any number of these types of care.

Physician Assistants - are medical providers who work under the supervision of a physician but often take care of patients by themselves. Physician's assistants can conduct physical exams, diagnose and treat illnesses, order and interpret tests, give advice on preventive health care, assist in surgery, and write prescriptions.

Nurses - are helpful in finding out how patients are feeling and what type of care they need. They check the patient's pulse, breathing, blood pressure, height, weight and educate the patient on how to follow the doctor's instructions. There are different titles for nurses depending on the amount of training they have received and the tasks they can perform. Among those are Licensed Practical Nurses (LPNs), Registered Nurses (RNs), nurses with a Bachelor's of Science in Nursing (BSN) and a Master's of Science in Nursing (MSN). Each has different levels of training.

Nurse Practitioners - have a master's degree and can write some prescriptions. They may be primary care providers and like physicians, specialize in an area such as pediatrics.

Certified Nurses-Midwives - are specially trained nurses who take care of pregnant women and assist with normal births (without complications) in the woman's own home, hospitals and birth centers. They can provide all the care a woman having a normal pregnancy (without complications) and delivery needs, but do not perform cesarean sections (C-sections). For certain conditions like diabetes, they may refer the pregnant woman to an obstetrician, another physician, or work with that doctor.

Registered Dietitians - help people to figure out how and what to eat to be healthy. They work with pregnant women, people who are overweight, people with illnesses (high blood pressure, diabetes) who need a special diet or anyone who would like to know what their family should be eating.

Social Workers - help people get services they need. A doctor might ask a social

worker to help a family find help for an elderly person or help with a housing problem. If you have a problem that isn't just medical, a social worker is the person to start with to work on these problems.



Licensed Clinical Social Workers - may provide psycho-therapy in mental health programs. Psycho-therapy is a process of treating mental and emotional disorders by having patients talk about their conditions. Other professionals who provide mental health and counseling services are **psychologists** and **psychiatrists**. Like licensed clinical social workers, these professionals may also see patients for psychotherapy.

Psychologists - have an advanced degree in clinical psychology. Psychologists are often very skilled in testing people to identify the type of help they need.

Psychiatrists - are doctors with special training in men-

tal health. They can prescribe medication. Any doctor can prescribe medicine for mental health problems, but many experts say that it is best for a patient who is given medication for depression or another mental

health problem to seek a psychiatrist and receive psycho-therapy.

Front Desk Workers - are very important in a Medical Home setting. They greet the patients, answer the phones, and keep track of which patients are seeing which health care workers. They

may be able to tell you how long you have to wait or when would be a good time to call your doctor.

Health Educators - are specially trained to teach people about different illnesses and how to stay healthy. They can help you find a Medical Home. They give talks and workshops at clinics, schools, community centers, and health fairs. At times, they give people health information at home.

Administrators - run the health care center. If you have a problem with getting your care, they may be able to help.

For places to get more information, go to page 4



Monthly Newsletter

THE BRONX HEALTH LINK, INC.



851 Grand Concourse
Suite 914
Bronx, New York 10451
Phone: 718-590-2648
www.bronxhealthlink.org

Our Mission

The Bronx Health Link, Inc. (TBHL) is a Bronx-wide network of diverse service providers, organizations, coalitions, agencies, community stakeholders, residents, and students. We serve the Bronx and NYC in various ways, including as a clearinghouse for information and referral, providing technical assistance as needed, and broadcasting information through the TBHL Email Communication Network, which has over 500 subscribers. You can subscribe to the free daily e-communication at:

www.bronxhealthlink.org

Our mission is to improve community health by:

- identifying community health issues;
- providing information to providers and community residents on services and resources; and
- increasing access to available services and programs.



Call 311, the New York City information line, and ask for information on your neighborhood clinics and health centers.

Medical Homes—More Information

All patients have the right to be treated with respect, to be informed of possible treatments, and to obtain information they need. Patients can file complaints if they feel they have received bad care or were treated unfairly. For more information you may visit these web sites:

About Medical Homes:

American Academy of Pediatrics
www.medicalhomeinfo.org

About licensed health professionals:

New York State Department of Education
www.op.nysed.gov/proflist.htm

To file a complaint:

call **800.442.8106** or email **Conduct@mail.nysed.gov**

About your doctor and his/her education, translation services, and any legal actions against them:

New York State Physician profile
www.nydoctorprofile.com