

Bluebird Kids Health Patient Centered Medical Home (PCMH) Overview

At Bluebird Kids Health, we are proud to serve as your child's **Patient-Centered Medical Home (PCMH)**. This means we use a **team-based approach** to deliver coordinated, compassionate, and comprehensive care that puts your child and family at the center of everything we do.

What is a Medical Home?

A **medical home** is more than just a place you go for checkups. It's a **partnership** between your family and your child's care team—led by a pediatrician or advanced practice provider—designed to ensure the best possible care, communication, and health outcomes over time.

Our Commitments to You

As your child's medical home, Bluebird Kids Health will:

- **Coordinate care** across all settings—specialists, therapists, hospitals, and community resources
- **Use evidence-based medicine** and the latest tools to deliver high-quality, personalized care
- **Track performance** and seek continuous improvement in care and outcomes
- **Offer access** to care when you need it—through easy scheduling, extended hours, and after-hours support
- **Provide preventive care, sick visits, and chronic disease management**, all under one roof
- **Empower families** with educational tools, resources, and shared decision-making
- **Communicate** through multiple channels, including our **secure patient portal** for messages, refills, forms, results, and more

How You Can Help

We view our relationship with families as a two-way partnership. You can help us provide the best care by:

- **Participating in your child's care**, including following care plans and giving us feedback on your experience
- **Using the patient portal** to stay connected and informed
- **Letting us know** if your child sees any outside providers (specialists, ER visits, etc.) so we can coordinate care effectively
- **Keeping your contact information up to date**

We're honored to be your partners in care. By working together, we can help your child thrive—today and for years to come. If you have questions about your child's care team or our approach as a patient-centered medical home, please contact us or ask a team member during your next visit.