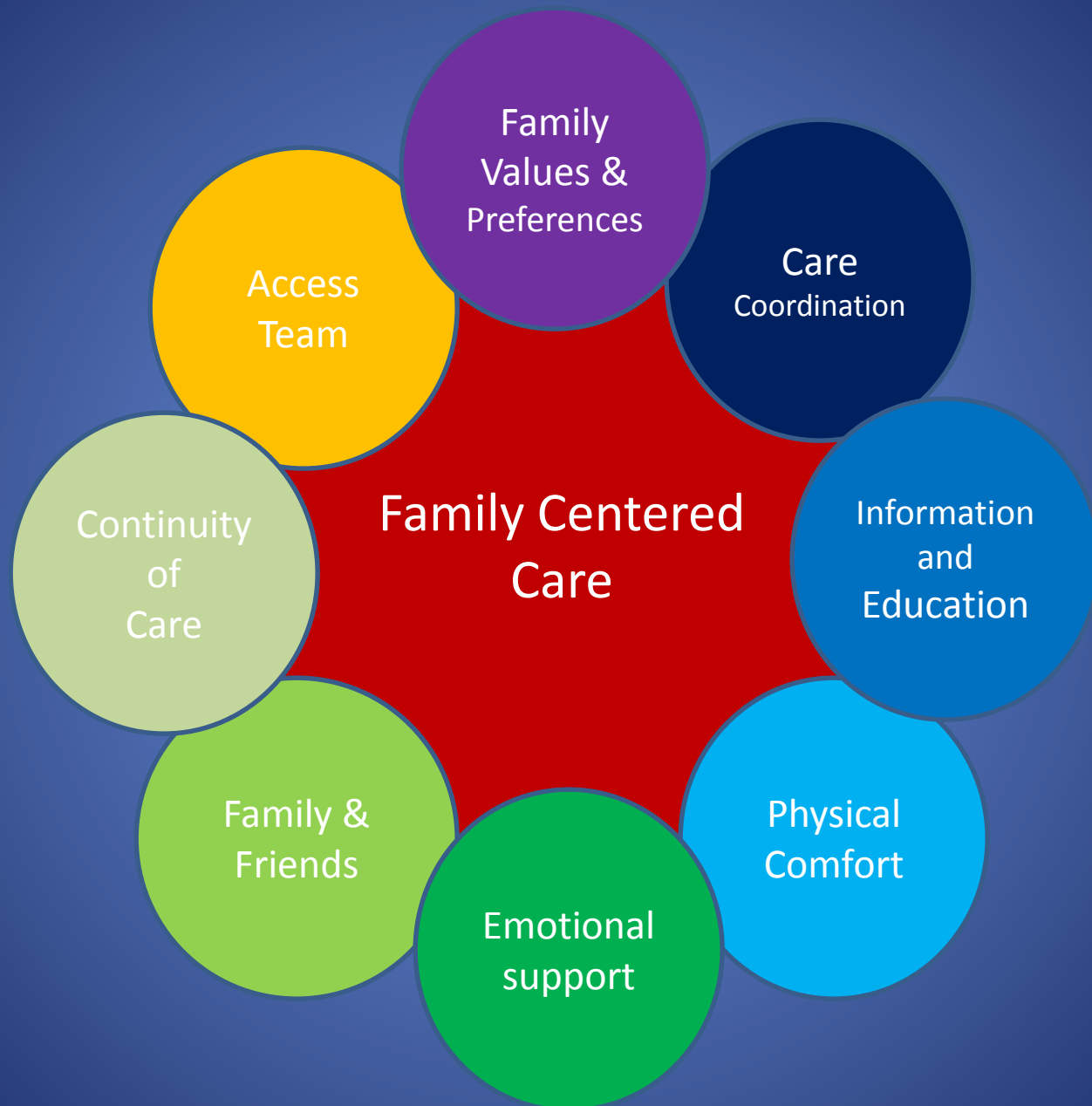


What You Didn't Know You Need to Know

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Children's Hospital of Wisconsin
June 19th, 2014



Care Team

Care of patients by a multidisciplinary team.

Each member of the team has specific responsibilities.

The whole team contributes to the care of the child.



"The reality is that, increasingly, the world around us is focused less on the achievements of individual experts, and more on collaboration between individuals and groups to solve complex problems."

- Darrell Kirch, M.D., AAMC President's Address



Medical Home

A medical home is not a place - it is a way care is provided

It is created by the family.

Assures health care is well coordinated.

It is the kind of care we all want and deserve.



*What we have here is a
failure to communicate.*

Prison captain to prisoner Luke Jackson
Cool Hand Luke, 1967



Plain Language

Plain language is:

Talking to people in a way they understand

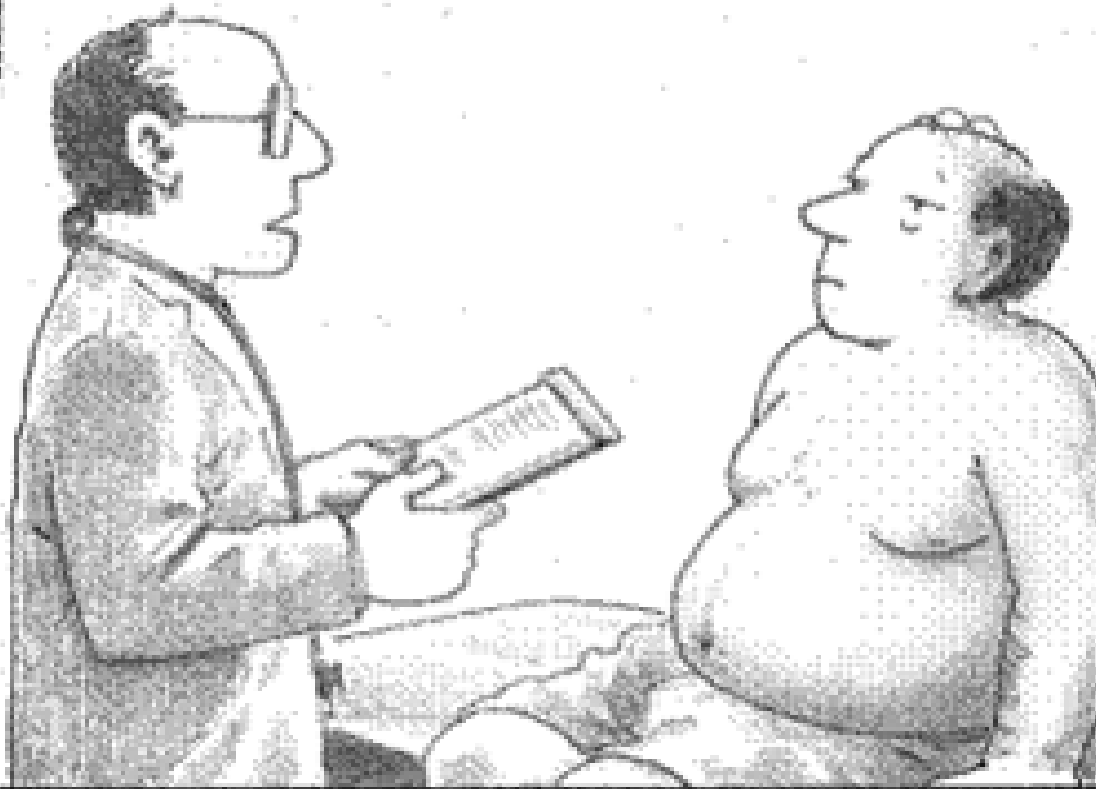


Why is it important to use plain language?

- Over 50% of patients don't understand their discharge instructions.
- Up to 80% of patients forget what their doctor tells them
- Nearly 50% of what they do remember is recalled incorrectly.

"If you can't explain it to a six year old, you don't understand it yourself."

Albert Einstein



“Well, yes, I suppose I could explain the test results in ‘plain English’ — but then you’d know how sick you are.”

Tips for the Doctor Visit

1. Make a list in advance of the things you want to discuss.
2. If you don't understand something, ask questions until you do.
3. Take notes, or bring someone to take notes for you.
4. Bring someone along to watch your child so you can listen.
5. Get written instructions before you leave.
6. Ask your doctor for printed material and where you can get more information.
7. Talk to other members of the health care team, such as nurses and pharmacists.



Get Organized: Build a Health Care Notebook

- Pediatrician
- Specialists
- Insurance
- Pharmacies
- Allergies
- Medications-Current and used in past
- Chronic health problems
- Major surgeries, with dates
- Results of screening and preventive tests
- Track appointments
- Immunization record
- Other



Telephone log

Use this log to track important phone calls

| Date | Who? | Reason called | Notes |
|------|------|---------------|-------|
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Health Care Providers/Agencies

(Include Doctors, Medical Supply Companies, Pharmacy, Case Manager, Therapists, Health Department, Transportation and other Community providers)

Care Provider/Agency name: _____

Secondary contact name: _____

Date of first visit: _____

Daytime phone: _____ FAX: _____

Address: _____

Email: _____

Other: _____

Care Provider/Agency name: _____

Secondary contact name: _____

Date of first visit: _____

Daytime phone: _____ FAX: _____

Address: _____

Email: _____

Other: _____

Care Provider/Agency name: _____

Secondary contact name: _____

Date of first visit: _____

Daytime phone: _____ FAX: _____

Address: _____

Email: _____

Other: _____

Care Provider/Agency name: _____

Secondary contact name: _____

Date of first visit: _____

Daytime phone: _____ FAX: _____

Address: _____

Email: _____

Other: _____

Procedures and Surgeries

| Date | Procedure / Surgery | Notes |
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Appointments

| Date | Who or Where? | Reason seen | Next appointment | Notes |
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Medicines

Allergies: _____

Pharmacy: _____

Phone: _____

| Start Date | Medicines | Reason | Dose | How given | Time given | Prescribed By | Notes |
|-----------------------------------|--------------------|-------------------|-------------------------|-----------------|------------------------------------|--------------------|---|
| <i>(example)</i> <i>1/1/12</i> | <i>Yummy stuff</i> | <i>Tummy ache</i> | <i>One 10 mg tablet</i> | <i>By mouth</i> | <i>2 times/day am & pm</i> | <i>Dr. Niceguy</i> | <i>Give with food. (Crush and mix with food).</i> |
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Immunizations

Talk with your child's healthcare provider about immunizations. This record will also come in handy at your child's school.

Write date and any comments for each immunization.

| DTaP | Polio | Measles, Mumps, Rubella | Hib | Tetanus (Adult) | Hepatitis B | Varicella (chicken pox) |
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| Flu vaccine | Pneumoccal vaccine | Meningococcal vaccine | Other | Other | Other |
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Wisconsin Immunization Registry:
<https://www.dhfs.wisconsin.gov/pr/clientSearch.do?language=en>

Bill Tracking

| Date | Provider | Amount | Amount paid by Insurance | Date paid | Still owed | Date paid | Notes <i>Keep track of anyone you talk to about your bills!</i> |
|------|----------|--------|--------------------------|-----------|------------|-----------|--|
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Health Coverage/Insurance Information

Primary Insurance Name: _____

Policy Number: _____ Group Number: _____

Contact Person / Title: _____

Address: _____

Phone: _____ Fax: _____

Insurance Case Manager: _____

Secondary Insurance Name: _____

Policy Number: _____ Group Number: _____

Contact Person / Title: _____

Address: _____

Phone: _____ Fax: _____

Insurance Case Manager: _____

Other Coverage Name: _____

Policy Number: _____ Group Number: _____

Contact Person / Title: _____

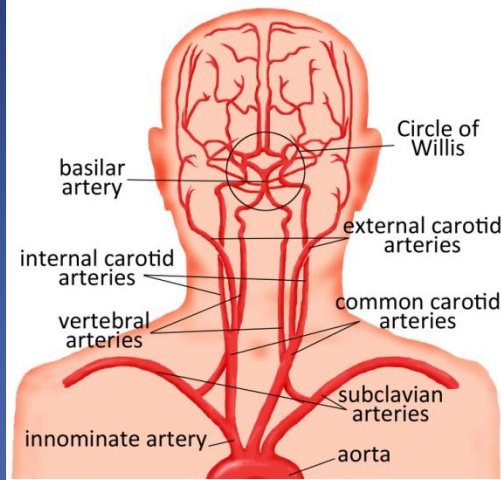
Address: _____

Phone: _____ Fax: _____

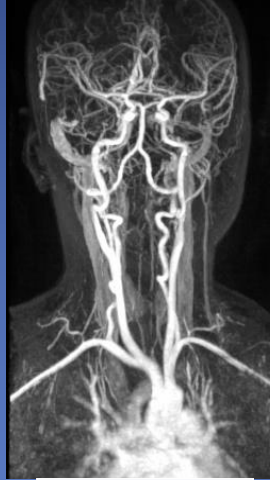
Insurance Case Manager: _____

John Sample

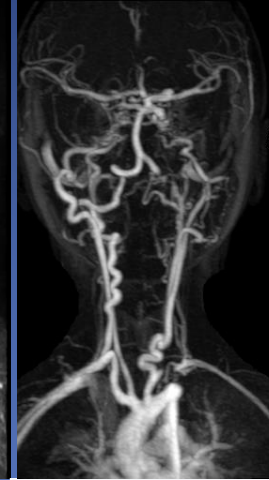
DOB 6/3/08



Schematic Diagram
Normal Vessels



MRA - Normal



John's MRA
11/21/13

Hemangioma:

Left face S1, S2, S3

Cerebro & Cardiovascular

Left Cerebellar hypoplasia
Left Internal Carotid Artery tortuous, narrow & dysplastic
Bilateral Middle Cerebral Artery &
Anterior Communicating Artery dysplastic
LT Vertebral Artery narrow & dysplastic
Posterior Cerebral Artery &
Posterior Communicating Artery tortuous & ectatic
Basilar artery dysplastic
Persistent hypoglossal arteries bilaterally
Innominate artery severe stenosis
Perfusion symmetric (2/24/11)
Coarctation of Aorta

EEG 8/27/09

Echo 2/25/11, 12/4/08, 8/22/08

Meds

Propranolol 8/10/08-8/3/09

Timolol 7/5/08-8/9/08

Lansoprazole daily

Imaging

MRI/MRA PHACE protocol 11/21/13, 1/10/12
Cardiac MR 5/20/09, 8/25/08
MR Brain 8/25/08
MRI/MRA Head 5/20/09, chest & heart 5/20/09
MRA head & neck 2/24/11,
CT Head/chest/neck 2/19/10
US-abdomen 8/26/08
KUB 5/23/09
Gastric Emptying 5/19/10
VFSS 8/15/11, 2/18/10, 5/19/09
UGI 5/19/09

Physicians

PCP -Erik Grand
Ophthalmologist-Dr Helen Garcia 12/20/12
Cardiologist-Dr William Madig 7/20/09
Dermatologist -Dr Robert Silver 3/16/13
Neurosurgeon -John Myers 12/20/12
Neurologist- Barry Stein 11/6/12



How to Get Medical Records

1. Make a list of all medical providers that your child has seen.
2. Write out a medical release or use one provided by the doctor.
3. In your letter specify the dates or years of service that you need.
4. Call each office and ask them:
 - How much they charge for copies of the record.
 - Where to fax the release of information request.
 - What date can you expect your copies.



Fees For Medical Records

There is no charge for records requested from another health care facility/doctor for continued care purposes.

There is a charge to families who want records for their own use.

The charge for medical records in Wisconsin

1. \$1.04 per page for the first 25 pages
2. 77 cents per page for pages 26-50
3. 52 cents per page for 51-100
4. 31 cents per page for pages 101 and above

Most facilities will not transfer or copy records from somewhere else



Fees For Imaging Discs

1. Call the imaging file room so they can copy the images to a disc.
2. Allow 7-14 business days.
3. Sign the consent when you pick up the discs.

For continuation of care there is no charge

For personal use \$10 per CD will be billed to the parent.



Electronic Personal Health Records (PHRs)

1. Standalone PHRs

2. Tethered, Connected PHRs



www.CHW.org

HealthIT.gov

www.medicalhomeinfo.org



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