



NH Special Medical Services

2013 AMCHP F3: Care Coordination & Family Support - Information & Referral Questions

Information and Referral (I&R) Process:

- A family calls for assistance or information about SMS services.
- The call goes to the Health Care Coordinator (or Nurse on Duty in the central office) or Family Support Coordinator.
- **During the initial contact, the medical and social support issues are explored and information about SMS services is given so that the family has information to make a decision about what services and resources are needed.** Some of the questions below are asked to get a sense of the situation, if the answers are not addressed by the family's reason for call and overview of their situation.
- The coordinator assesses which program might be the best fit for a potentially eligible family: *Can we take a few minutes so that I can ask you some questions to better help to find the right resources for you and your child?*

General questions:

1. *Can you tell me about your child's special health care needs? What are your child's diagnoses/conditions? Age?*
2. *What's the severity of their condition? Mild, moderate, severe? Is the condition under control or ever changing?*
3. *Are you aware of/enrolled in other SMS services such as the Nutrition, Feeding and Swallowing Program, Health Care Coordination, or Family Support Services through Partners in Health?*
4. *Are you connected to any other agencies that are helpful? How well does your insurance cover the needs of this condition?*

Medical/Healthcare questions:

1. *How many specialists does your child see? How often for this condition?*
2. *Has your child been to ER/hospitalized in last year for this condition / is your child currently hospitalized?*
3. *How does your child's primary care office help family? How does your family manage with these medical issues?*
4. *Does your child have/need medical equipment in the home? Take many medications?*
5. *Does your family think that health/medical care is coordinated and easy to use?*

Family/social support questions:

1. *How does your family manage with medical issues/needs? Do you have a changing or difficult home situation?*
2. *Would your child or family benefit from support groups, sibling support, or would you like to increase social connections?*
3. *Is your housing adequate or safe? Is it difficult to be involved in and connected with your community, outside your home?*
4. *Would your child or family benefit from social and recreation activities? Ex. Diabetes camp, events with other families*
5. *Does your family think that their health/medical care is coordinated and easy to use?*



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General statement about the two programs:

We have two programs that assist families who have a child with a special health care need, such as yours.

- *The Health Care Coordination Program focuses on medical and health care issues at home, school, and with the provider's offices, helping your family to access all that is needed for better health outcomes, such as getting appropriate equipment, managing multiple medications, and coordinating appointments.*
- *PIH Family Support Services support families with the impact of the condition on your family; including related community resources, support through groups, one-on-one, and at meetings, managing the home environment and financials, leadership, and providing opportunities for breaks and recreation.*

I can connect you to either one or both of these services depending on your child's condition and the type of services that you would like. [Proceed to 1, 2, both, or 3, as appropriate]

1) If the family situation indicates a possible referral to a Health Care Coordinator:

- *It sounds as if your child's condition is complex/it sounds as if you have a lot of concerns about your child's condition and health care...*
- *It may be helpful for you to be connected with a health care coordinator to support you in figuring out what additional health/medical resources might be needed. The health care coordinator can work with you and your medical providers, with the school team if there are health needs at school, can collect medical records and develop a health care plan with you and work with you to see that you are getting what your child needs.*
- *Let me talk to the Nurse on Duty in this program and have a coordinator call you to discuss enrolling with Health Care Coordination and plan to send you an application.*

2) If the family situation indicates a possible referral to PIH Family Support Coordinator:

- *It sounds like you have a lot going on right now.*
- *It may be helpful for you to be connected with a family support coordinator who can assist you to identify/connect with programs that may be able to support you and your family in dealing with this illness/ your current crisis.*
- *I will call the Family Support Coordinator in your area whose name is -- and ask that he/she call you to discuss enrolling in Family Support. PIH also has a family council available where you can work on areas you may be concerned about in your community.*

3) If unable to clarify family needs at initial call or if the need for a home visit is urgent:

- *We can come out and meet with you on a home visit to better assist you and determine which program will be the best fit for you. We can also assist you with completing our shared application at that time.*

IF THE FAMILY WOULD BENEFIT FROM BOTH HCC AND PIH:FS , CONNECT THEM WITH BOTH PROGRAMS.