



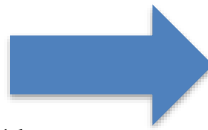
Community Care
OF NORTH CAROLINA

CCNC Pediatrics: ED Utilization

Primary Care Providers are instrumental in educating patients and families about appropriate use of the medical home vs. emergency departments.

Reasons for ED Overuse:

Limited Office Hours (no evening/weekend)
No walk in appointments available
Patient/Family understanding of access & hours
Cultural issues/differences
Perceived emergency, could be handled in medical home
Local ED marketing strategies



Medical Home Response:

Extended Hours (evening/weekend)
Open access scheduling
PCP educating on benefits of medical home
Understanding cultural needs of patients
Prevention/Patient Education around illness
Promote provider/patient relationship

What Message Are You Sending?

For most situations it is best for a child to be seen in the Medical Home vs. ED in order to:

- Improve continuity of care
- Have access to records of previous treatment
- Be familiar with course of chronic condition unless it is a true emergency

Pearls to increase use of the Medical Home:

- Patient and Family Education
 - Ease of access to Medical Home
 - Hours of availability (evenings, weekends, holidays)
 - Appropriate use of Emergency Department
 - Self-management of medical condition (asthma action plan)
- Relationship is Key
 - Provider knows patient and history of condition
 - Entire staff reinforces values of Medical Home from front desk to referral coordinator
- Tools and Reminders for Families
 - Targeted educational material (bookmarks) focused on three most common reasons for pediatric ED utilization
 - Ear infections
 - Fever and colds
 - Upper respiratory infections (flu)