



## What is a medical home?

A medical home is the doctor's office or clinic where you go to see your primary care doctor. Your medical home is where your health records are kept. Your medical home is the place you go for checkups and when you are sick.

## Why is a medical home important?

You will get better care at your medical home because the doctor knows you.

Here is what a primary care doctor can do for you and your children:

- Take care of you when you are sick
- Give you check-ups
- Help you manage diseases and ongoing health problems, like asthma or diabetes
- Send you to specialists or other healthcare providers when you need to go
- Give you the information you need to stay healthy

Even if you are healthy and never get sick, it is good to have a medical home.

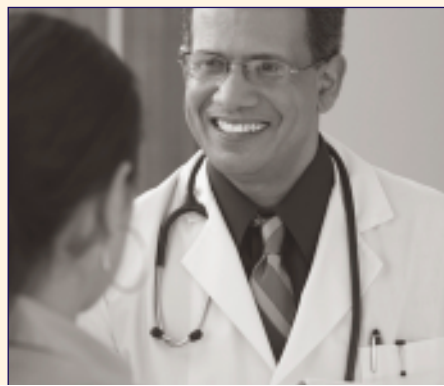
## How can I find a doctor for my medical home?

If you have not already picked a primary care doctor for your medical home, here is what you can do:

- Call **Illinois Health Connect** and ask for help finding a doctor. The number is 1-877-912-1999 (TTY: 1-866-565-8577), and the call is free.
- If you live in Cook, Madison, Perry, Randolph, St. Clair or Washington County, call the Illinois Client Enrollment Broker and ask for help finding a doctor. The number is 1-877-912-8880 (TTY: 1-866-565-8576), and the call is free.

## What should I do when somebody is sick or hurt?

Call your doctor right away! Your primary care doctor will see you or tell you what to do. If you can not reach your doctor, call 1-800-973-6792 to talk with a nurse. The nurse will help you decide what to do.



## How will I know if I need to go to the Emergency Room?

An emergency is a serious medical problem. If you or someone in your family has a serious medical problem, go to the Emergency Room right away!

Only go to the Emergency Room if your problem is serious. If it is not serious, make an appointment to see your primary care doctor. If you are not sure how serious your problem is, call 1-800-973-6792 to talk with a nurse. The nurse will help you decide if you should go to the Emergency Room.

Here are some emergencies:

- Chest pains
- A very high fever
- Numbness or weakness on one side of the body
- Bleeding that won't stop
- Passing out
- Seizures
- A possible broken bone
- Trouble breathing
- Serious burns
- Severe stomach pain
- Damage to the eyes



## For More Information

You can call 1-800-973-6792 to talk to a nurse at **Your Healthcare Plus** if you have any questions or if you have a health concern. If you use a TTY, call 1-888-317-2697 or your local Telecommunications Relay Service to talk to a nurse. The call is free.

You can also learn more about Your Healthcare Plus online at [www.yourhealthcareplus.com](http://www.yourhealthcareplus.com).



# What is a Medical Home and Why is it Important?



Your **Healthcare Plus**<sup>™</sup>

*Extra help for better health*

a free benefit of

**iHFS** ILLINOIS DEPARTMENT OF  
Healthcare and  
Family Services

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