

Neonatal Medical Home Patient Guide

Continuing care for your child's healthcare needs

This guide helps you prepare for your first appointment and provides useful information for ongoing care.

Welcome

The Neonatal Medical Home provides a central location to manage your child's healthcare needs up to age 5. Here, your child can receive coordinated care from a team of pediatric specialists. We'll partner with you to help you manage your child's health and answer any questions you may have. You have come to the right place for advanced neonatal care. Thank you for choosing The University of Kansas Health System.

About the Neonatal Medical Home

Our Neonatal Medical Home was designed specifically for those families of children with medical conditions who may need special attention or services. The spacious facility is located on the hospital's first floor and features several exam rooms. Here, a team of medical specialists, including nurses, therapists, social workers, dietitians and others, provides continuous care so your child thrives.



Location information

Located on the first floor of
The University of Kansas Hospital.

4000 Cambridge St., BH1201
Kansas City, KS 66160

Directions

Enter through the main hospital entrance and walk past the information desk. Take either the escalator or elevator to the first floor. If taking the escalator, turn left as you step off the escalator, then take the first hallway to your left and our clinic will be on the right. If taking the elevator, exit the elevator and walk toward the escalator. Take the hallway to the right (do not take the escalator). Our information desk staff will be happy to assist you if you need further directions.

Parking

Please allow additional time for parking. Parking is available in the Cambridge parking garage across from the main hospital entrance. Additional parking is located in the Olathe parking garage, on the corner of Olathe Boulevard and Cambridge Street. Bring your parking ticket inside with you and get it validated at check-in. There is a \$3 parking fee with validation.

Scheduling appointments

To schedule an appointment, cancel an appointment or speak with a Neonatal Medical Home team member, call 913-588-6337. After your child's first visit, appointments can be scheduled online through MyChart. The Neonatal Medical Home accepts same-day appointments. Call 913-588-6337 to schedule.

Billing and insurance

We accept most major insurance plans, including Blue Cross and Blue Shield of Kansas, Cigna® Healthcare, Medicaid, Aetna and several others. For specific billing or insurance coverage questions, call 877-729-5874.

The University of Kansas Health System was the first hospital in the country to use the medical home approach for our youngest patients with special needs. Many generous donors, including the Kansas City Royals and Royals Charities Diamond of Dreams event, have contributed vital financial resources to help establish the Neonatal Medical Home.

Support us

Your continued support will ensure that other children receive the same top-quality medical care your child was provided. By donating to pediatric care, you:

- Supply leading-edge equipment and technology
- Support innovative programs
- Provide ongoing education to patients and staff

To make a gift to the Neonatal Medical Home, or any of our hospital programs, visit giving.kansashealthsystem.com. You can also send an email to funddevelopment@kumc.edu for more information.

For more information

Patients: **913-588-1227** | 844-323-1227
Physicians: **913-588-5862** | 877-588-5862
kansashealthsystem.com/pediatrics



Benefits to you

Our goal is to develop and maintain long-term, healing relationships with our patients by providing comprehensive care. The medical home model allows our specialists to coordinate your child's healthcare. This streamlines your visits with us and reduces the need for multiple clinic appointments. Using a patient-centered approach to wellness ensures you receive as much service as possible within each appointment.

Services

Our Neonatal Medical Home provides a variety of services to support you and keep your baby healthy, including:

- Well-child visits
- Urgent care
- Retinopathy of prematurity exams
- Breast-feeding support
- RSV prevention
- Immunizations
- Coordinated specialty care visits
- Developmental testing

Developmental follow-up services

At your child's two-year appointment, he or she may receive an assessment to evaluate developmental progress. This testing is based on the principles of the Bayley Scales of Infant and Toddler Development®, which use a series of play tasks to measure motor, language and cognitive development. Scores are used to determine each child's performance and are compared with those of typical children their age.

If you receive services outside our clinic, please let us know so we can ensure the continuity of your child's healthcare.

Preparing for your appointment

What to bring

- Photo identification
- Your child's insurance information
- Vaccine/immunization records
- Contact information
- Copayment (if required)
- A list of questions or concerns

Take a tour

Get acquainted with our Neonatal Medical Home before your first visit by taking an online tour. You can also visit [kansashealthsystem.com/neonataltour](https://www.kansashealthsystem.com/neonataltour) for an instructional video with guided directions to the clinic.

Your first visit

Appointment reminder

Before your first visit, you will receive a reminder call that includes the time and date of your child's appointment. Automated reminders will be scheduled after your initial clinic visit. Please follow the prompts to confirm, cancel or reschedule your child's appointment.

When to arrive

Please arrive 15 minutes early for your appointment to allow time for registration and check-in. If your insurance plan requires a copayment, please be prepared to pay that amount at the time of service.

What to expect

Your child's first neonatal follow-up evaluation will include the following:

- Physical exam
- Nutritional counseling
- Neurological exam
- Developmental testing
- Parental support

Helpful information

Office hours

Office hours are 8 a.m.-5 p.m. weekdays. The Neonatal Medical Home also offers support and advice to families 24 hours a day. Call 913-588-6337 if you have a question or concern about your child after hours. You will be connected to the hospital's after-hours answering service.

Urgent concerns

If you have an urgent question or concern about your child prior to your first appointment, please call 913-588-6337 during business hours, evenings or weekends. Support is available to families by phone 24 hours a day for questions or concerns.



MyChart

MyChart is an online tool that offers you secure, direct access to portions of your child's medical record. MyChart allows you to view your child's health conditions, medications, immunization history, lab results and more. It also helps you to communicate with your child's care team to ask follow-up questions or renew prescriptions.

To use MyChart for your child, you must be granted authorized access. Our staff will help you get set up with MyChart during your initial visit and show you how to use this service. MyChart can be accessed online by visiting mychart.kansashealthsystem.com.

