

# Choosing a Primary Care Provider: How Can Hospitals Assist Caregivers?

Before NICU discharge, families may benefit from assistance choosing an appropriate provider for their situation. The following questions can help guide this process:

- Does the provider accept the infant's insurance, **Medicaid health plan** or form of payment? Is the provider accepting new patients?
- Where is the provider located? Does the family have appropriate transportation to reach the provider?
- Does the provider understand the caregivers' culture and beliefs to easily talk with and educate them? Does the provider utilize interpreting services when necessary?
- Does the provider have the knowledge, skills, and resources to care for this NICU graduate? Is the provider willing to coordinate potentially complex care needs?
- Which hospital(s) or hospital network is the provider affiliated with? Which hospitals and emergency rooms does the provider refer to?
- Does the provider have separate "sick" and "well" waiting areas, or does the provider schedule fragile patients at specific times?
- How long does it take to get an appointment?
- What are the office hours? Are there appointment times that work with the caregivers' schedules?
- How do caregivers contact the provider after hours or on weekends? If the caregivers need advice, is there a "nurse line" they can call with questions?
- Does the provider offer lactation support after discharge through the office?
- Will parents always see the same primary care provider at every regularly scheduled visit? During urgent sick care visits?



Florida Perinatal  
Quality Collaborative



# Choosing a Primary Care Provider: For Parents



After you leave the NICU, your baby will need to visit a pediatrician. Use these questions to help you find a provider that is a good fit for your family.

- Does the provider accept your baby's insurance or Medicaid health plan? How much money will you have to pay at each visit?
- Is the provider seeing new patients? How long does it take to get an appointment?
- How close is the provider to your home, work, or daycare? Do you have an easy and affordable way to get to the provider's office?
- Does the provider understand your culture and beliefs? Can they easily talk and share information with you?
- If your baby is sick, does the office have a separate waiting room for them?
- Will your baby see the same doctor at every visit?
- When is the office open? Do the hours work with your family's schedule?
- If you have questions, can you call the provider's office for help without making an appointment?
- Is there a provider available 24 hours a day for 7 days a week if there is an emergency or need you need help right away?
- Does the provider offer breastfeeding support or other resources to families?

