

Busy Bee Pediatrics has been awarded recognition by the
National Committee for Quality Assurance (NCQA)

Patient-Centered Medical Home Program.

We are also proud to be the FIRST practice in the state of Utah to receive NCQA
Behavioral Health Integration Distinction Recognition.

We are proud to be a Patient-Centered Medical Home

Only a handful of pediatric practices across the entire state of Utah have been awarded this recognition. This means our pediatrician, nurse practitioners and staff are more than caring and smart—but work hard behind the scenes providing the best possible care and working to stay on the cutting edge of medical technology and standards.

What is a Patient-Centered Medical Home (PCMH)?

PCMH is an innovative, team-based approach to providing enhanced primary healthcare created by the American Academy of Pediatrics in 1967. The National Committee for Quality Assurance recognized Busy Bee Pediatrics as a PCMH on October 11, 2018. We encourage you to use your PCMH for comprehensive, coordinated primary care. A patient-centered medical home means that you will be supported by a dedicated team of health professionals working together with you to optimize your health goals, using the best evidence-based medicine, education and resources available for you today.

NCQA stands for high quality care

The NCQA is a nonprofit organization dedicated to improving health care quality. They recognize the vital role clinicians play in advancing quality and their programs are built on nationally recognized clinical standards of care.

What is Distinction in Behavioral Health Integration?

NCQA's [Distinction in Behavioral Health Integration](#) recognizes primary care practices that put resources, protocols, tools and quality measures in place to support the broad need of patients with behavioral health related conditions. We help your child receive appropriate behavioral health support either by scheduling an appointment with our Behavioral Health Specialist or having one of our care coordinators help you find a psychologist, other behavioral/mental health specialist, or psychiatrist who meets your child's/teen's specific needs best.

PCMH means team-based care

We partner with patients, parents, and the entire health care team. We follow evidence-based guidelines for medical care to coordinate the best health care services possible. We care for the “whole child” across multiple settings, including mental health. We develop plans for self-management by providing you and your child with strategies and tools to easily manage chronic illnesses including asthma, constipation, ADHD and others. We help you select a primary care provider who will be the main provider for all of your child's health care needs. Our providers and health care team coordinate your child's care across all settings including the medical office, hospital, specialty clinics, mental health settings, imaging and testing facilities as well as other places where your family may receive health care.

PCMH means improved access

We work diligently to increase access and availability. We added a behavioral health specialist to our staff in the spring of 2018 to enhance our ability to provide excellent behavioral and mental healthcare. Since then we have continued to steadily expand our mental health access thru BeeTeleCare, our video-Skype based telemedicine.

We offer Saturday morning sick appointments during the flu season from December through March. If your child misses an appointment with a specialist, a lab test, or an imaging test, our team will follow-up with you.

You can also help us coordinate your child's care by asking specialists, emergency departments, and urgent care clinics to Fax us a summary of your child's visit to Fax# 801-292-1465.

We have information for you about classes, support groups, or other services that can help you learn more about your child's condition and how to stay healthy.

- We ask that you keep scheduled appointments or call to reschedule as early as possible. Scheduled preventive care and sick visits cancelled with less than 24 hours notice may incur a fee.

PCMH means improved communication

Our office team can help you with medical questions or urgent medical needs during our regular hours:

8:30am - 5pm Monday through Thursday; 8:30a - 4pm on Fridays.

Our website also offers home triage applications called “Is My Child Sick?” and “Symptom Checker” for you to find information that you can trust.

If your child has an urgent medical issue that cannot wait until the next business day we are available for you to contact us after hours through our Answering Service at phone number # 801-292-1464.

We are most effective when we have complete information about the care your child receives outside of Busy Bee Pediatrics. At each visit, please let us know all the medications your child is taking, including over-the-counter medications, supplements and vitamins. Let us know if your child has seen a specialist or other healthcare provider and if there are any changes in the health history or status, including hospitalization, urgent care or emergency department visits as well as the results of any medical tests ordered by other providers. We like to know when your child has received any vacc

ines elsewhere, including flu vaccine.

It helps us to know if you would like to discuss self-management of your child’s chronic illness including asthma, food allergy, constipation, ADHD or others.

We have a Patient Portal, called My Kids Chart, where you can securely email us non-urgent brief questions, request prescription refills, request a call-back for some test results and even print a copy of your child’s growth charts or immunization record.

We can help you get signed up for access during your next visit to the office or contact one us at 801-292-1464. Then just select “Patient Portal” from the header bar at the top of our webpage (www.busybeepediatrics.com).

We can also help you set your preference for text or email appointment reminders.

PCMH means help after hours

Busy Bee Pediatrics help is available to your family 24/7.

When our office is closed look for health information on our website, get help through urgent care in the community or if you are unable to wait until the morning when our office opens, we have a provider on-call to answer urgent questions or give medical advice for emergencies.

Our team reviews a summary of each of these calls regularly and reaches out to families who may need help arranging a follow-up visit or follow-up care.

PCMH means help with health care finance

Busy Bee Pediatrics provides equal access to all of our patients regardless of source of payment. We believe all children deserve equal care to stay healthy.

We ask that you learn about your health insurance coverage from your insurer. We are available to help you answer your billing questions and to help you understand or find information about your insurance coverage. Please contact Michelle, our Office Manager, or Mindy, our Billing Specialist at 801-292-1464 for any questions.

PCMH means constant improvements

Our Parent Advisory Group meets twice a year to help make sure that we are meeting the needs of our patients and families.

Participate in one of our patient care surveys. Let us know how we can improve.

We appreciate your input!

How do I find out about other local doctors recognized by NCQA?

The NCQA publishes all of their Recognitions online.

If you want to check out other medical offices or doctors, please [visit the NCQA online](#).