

Medical Home Telephone Conference

January 25, 2005

Cheralyn Creer, Utah State Office of Education

The process that USOE follows in a special education complaint and how medical home fits into the process.

How can Medical Home direct parents as they come in and describe a situation in their school or in their child's education that they are less than satisfied with? Example, services on the IEP are not being provided with, or maybe the equipment or technology is not available and the parent thought it would be, anything regarding the special education process. Medical Home can call USOE or the Special Ed department and make them aware, but if it is a serious problem the parent may need to call. USOE is willing to work it out all the concerns. USOE tries to work on local level first. To help with this process, a list of all the specialist in the office with their titles and responsibilities will be added as a link on the Medical Home website.

Typically problems can be handled like this: there was a behavioral problem, the behavioral specialist was contacted first, then Cheralyn was contacted and made aware of the problem, and then technical assistant assigned to the school district was made aware.

Calls from the Medical Home sites usually occur three or four times over a couple of months, practice sites usually don't have as many.

Things that can be avoided if parents have a school concern: writing out a prescription, services, accommodations at school. Phone calls or a note would be appreciated.

Question was raised about a parent with dyslexic child, where can they go? Parent or someone in the clinic can call into USOE office, and ask for Pat Beckman (538-7716). Pat can help point the parent in the right direction after being informed of the specifics.

Utah Parent Center is a source that can be helpful for difficult families.

USOE front desk number – 538-7587.

Next Conference is on February 27, 2005.

Next Discussion: Autism.

Attendees: Gina Pola-Money, Barbara Ward, Cherlynn Creer, Laura, Meredith, Kathy Coopersmith, Lisa Samson-Fang, Chuck Norlin, Karen S., Robert Terashima, Jean Mendehall, Amy, Marie, Val Jones, Donna, Fred.