

New Patients: Are We The Right Practice for Your Family?

It is crucial when choosing a pediatric practice for your children that you have given serious consideration to the fit between the practice philosophies and your own. Excellent care happens when the physicians and office staff are aligned with your family priorities and philosophies regarding medical care. Only then can shared decision making be based on mutual respect. Please read the following checklist carefully to be sure Pediatrics of Northeastern PA is the appropriate medical home for your children. We look forward to meeting you and forming a mutually rewarding relationship.

TOPIC	PRACTICE PHILOSOPHY	Agree!
Vaccines	Our vaccine policy follows the schedule outlined by the CDC and the American Academy of Pediatrics. We vaccinate our own children on schedule and expect the same of our patients.	
Antibiotics	We work hard to not overuse antibiotics. We educate families on appropriate use of antibiotics, but follow evidence-based guidelines and don't automatically treat ear pain or a green snotty nose with antibiotics. We do not routinely call in antibiotics over the phone that is not good medicine. When we believe antibiotics are appropriate treatment, we will be happy to answer your questions.	
Medical Home	We work hard to provide comprehensive medical care and serve as your medical home. To that end, we expect that you contact our office FIRST before seeking specialty care, or heading to Urgent Care.	
Technology	Our practice prides itself on efficiency through use of technology. We encourage you to contact us through our patient portal and utilize the technology we have in place to correspond openly and efficiently.	
Office Hours	We make every effort to meet the needs of our patients including limited walk-in hours. Please familiarize yourself with our office hours to see if they work for your family.	
After Hours	We have a physician on call 24/7/365. They may be contacted by calling our main number. We expect that unless it is a true medical emergency and requires 911, that you will call the on-call physician to discuss recommendations prior to	

	<p>heading to the Emergency Department or Urgent Care. We see patients in our office on Saturday and Sunday AM who should not wait to be seen until Monday.</p>	
<p>Specialist Care</p>	<p>As your medical home we expect that you will contact our office to discuss care plans before scheduling an appointment with a specialist. We want to be involved in either providing care in our office where appropriate, or referring you to the most appropriate specialist and helping coordinate your care. Whenever you do see a specialist, we ask that you request a report be sent directly to our office so we can coordinate all of your care.</p>	
<p>Insurance</p>	<p>Please make sure we take your specific insurance plan. If there are any questions, call our office and/or check with your specific insurance company.</p>	
<p>Billing and Fees</p>	<p>It is up to you to understand how your insurance works including deductibles and co-insurance and to provide up-to-date insurance information at every visit. Our fees (including missed appointment fees and form fees) Our financial policy can be found on our website.</p>	
<p>Appointments</p>	<p>We have limited walk-in hours; most visits are by scheduled appointment. Please call our office to make an appointment and tell the nursing staff all of your concerns so that they can allow the appropriate length of time. Well visit appointments are opened for scheduling 6 months in advance</p>	
<p>Timeliness</p>	<p>Our practice makes every effort to run on time with appointments, as we believe everyone's time is equally valuable. We ask that you make every effort to present to the office at your scheduled appointment time and call us if you are running behind. We reserve the right to ask you to reschedule if you have missed your scheduled appointment time.</p>	