

Welcome to Springville Pediatrics

www.springvillepeds.com

This letter will acquaint you with our office and help you work with us to assure continuous good health care for you and your family. We are a group of health care providers offering comprehensive primary care to pediatric and adolescent patients. We work as a team, with a unified philosophy of medical practice. We consult with one another on a regular basis and want you to feel comfortable with each of us. We do encourage all patients to choose one *primary* care provider. For urgent visits you may be asked to see another provider within the group due to scheduling requirements.

Springville Office

25 East Main Street, Springville, NY 14141

Phone (716) 592-2832 Fax (716) 592-4452

- Monday through Friday 8 am to 5 pm, Saturday 8 am to noon.
- We are open most Monday and Tuesday evenings, appointments, 5 pm to 7:45 pm. Phones are not on during this time.
- Phone hours are Mon-Fri 8 to 5 and Saturday 8 am to noon. Phones are forwarded to the answering service from 12:30 to 1:30 pm to allow lunch breaks, Mon-Fri.

Arcade Office

375 W. Main Street, Arcade, NY 14009

Hours are subject to change based on provider availability.

- Monday, Tuesday, Thursday, Friday 8:15 am to 4:30 pm (various providers)
- Phone calls and appointment scheduling are handled by the Springville Office.

An alternate phone number to be used only in the event of phone system failure or power outage would be 716-559-1733. This should only be for urgent messages that cannot wait until the phone problem is resolved.

Services

- We offer primary care services to patients from newborn care through late adolescence.
- We offer urgent care appointments on a same day basis.
- We provide comprehensive asthma and ADHD care, along with other chronic conditions.
- We offer both telephone and video visits if deemed appropriate for quality care.
- Our patient portal can be used to send pictures of rashes, injuries, etc for provider evaluation if deemed appropriate.
- Also, see nurse advice section of this letter.

Appointments

- Patients are seen by appointment only. **Walk-ins** are discouraged.
- Each family member must have a separate appointment scheduled. Please do not bring **siblings** to appointments and expect to have them seen. Please call ahead and schedule an appointment for each child that you want to have seen.
- Please inform the person who is scheduling your appointment what you would like to discuss at that visit so adequate time is allowed. Inadequate time allowed for discussion of multiple issues and **patients arriving late for appointments** are the two most common reasons providers run late in seeing the patients that follow.

- **Same day urgent appointments** are available, and you will most likely be asked to speak with a nurse to access those appointments. Routine same day appointments may be available depending on the demand for sick visits on any given day.
- Telemedicine via phone may be available for some conditions at the discretion of the triage nurse or provider.
- We reserve the right to charge for **missed appointments**. Two or more missed appointments may result in the patient being asked to seek medical care elsewhere.
- Patients arriving more than 15 minutes **late for an appointment** will most likely be asked to reschedule.
- Please call 24 hours in advance to **cancel** if you cannot make a scheduled appointment so that we may offer that appointment to another patient. If unexpected circumstances arise, we do request you call and cancel even if the day of appointment.
- You may also request or cancel appointments via our patient portal.

Nurse Advice

- We have Registered Nurses available for phone advice during regular office hours. The nurses can help you to access the care that you need. The providers usually do not come to the phone directly. The nurses can relay messages to providers and get answers for questions as needed. Patients may also request advice using our secure patient portal.
- We offer **after-hours** phone advice through our answering service for **urgent** medical problems that cannot wait until regular business hours. You can access this service by calling the office phone number and following the instructions provided. We reserve the right to pass the cost of this service along to our patients in the future. Our practice website and patient portal are also available for after-hours requests for advice and information. Portal requests will generally be responded to by the end of the next business day, but in some cases, with provider specific or complex requests may take up to 5 days.
- We now have 2 RN's who are **certified lactation counselors (CLC's)** who are available to work with you in regard to any breastfeeding questions or concerns you may have.

Emergencies

- In the event of a life-threatening emergency, dial 911.
- Emergency rooms are for serious illnesses or injuries. Whenever possible call our office before going to the emergency room. Many times, we can help you avoid time-consuming and costly emergency room visits.

Patient/Provider Partnership in Health Care

- You are an important partner in your/your child's health care, and we encourage you to discuss any concerns with your provider. We expect you to take an active role in decisions that affect you/your child's health.
- If you find you cannot comply with a treatment plan arranged by your health care provider, please discuss that with your provider. Otherwise, those who do not comply may be asked to find medical care elsewhere.
- We REQUIRE yearly well child visits for all children and adolescents, ages 3 to 21. Under age three, visits are more frequent, as recommended by your provider. We expect you to follow our schedule for well visits.
- Patients of all ages with chronic health concerns should be seen in routine follow up as instructed by your provider, often advised every 3 to 4 months.

Refills

- Refills may be requested through our telephone voice mail system or the patient portal. Please leave the following information: Name, Date of Birth, Name of medication, strength and how often it is taken, along with the name of your pharmacy. A phone number where you can be reached will be helpful. A nurse will call you if there is a question or if you need an appointment.
- Please allow **at least 24 hours** for a refill to be sent to your pharmacy.

- Effective the end of March 2016, controlled drugs must be electronically sent into your pharmacy. These need to be requested **one week** prior to being needed.

Referrals

- Many insurance companies require that you obtain a referral from your primary care physician to see a specialist.
- Information needed to process your referral includes your name, date of birth, type of insurance, name of specialist you are seeing, appointment date and reason for referral. Often this will be initiated as you are leaving our office after an appointment with one of our providers.
- Please allow 5 business days to process your referral.
- If you have for some reason **“self-referred”** to a specialist, it is important that we have that information so that we may appropriately coordinate your care. Please notify us at your earliest opportunity.

Test Results

- Once test results are available, a nurse or provider will call you back or send you a secure portal message. Most test results are available in 24 to 48 hours, but some take as long as 7 to 10 days, depending on what is ordered. Some test results are to be given at scheduled follow-up appointments and a phone call or portal message is not necessary.
- We do encourage you to call for results if desired and to let us know the best way to reach you.
- Results may be requested via our voice mail system or patient portal. Please leave the following information: *patient's name, date of birth, date and location of test, and a phone number where you can be reached.*

Forms

- Due to a high volume of forms being requested by our patients, we are requiring at least one week for forms to be completed. Please indicate if you would like to pick the form up when completed or have it faxed. If you want a form faxed, you may need to sign a consent form.
- Long, complex forms are time consuming, and we reserve the right to charge a fee for completing them.

Teaching site

- We have affiliations with several schools as a designated teaching site for medical students and other health care professionals. We appreciate your patience in our efforts to teach future health care workers in an office setting. All students will be closely supervised while working with us.
- You have the right to refuse to be seen by a student.

Privacy Policy

- You will receive a copy of our privacy policy the first time you check in. If at any time you wish to review the policy, please ask for an additional copy.
- This office protects your confidentiality. We will not release any information regarding your medical care or appointments without written consent. If you would like information released to family members, please sign a release form at the front desk.
- Your medical record is the property of Springville Pediatrics and must be maintained by your physician for a number of years. At this time, we do not charge to copy those records for transfer to another physician but reserve the right to charge in the future.
- In compliance with new red flag rules, we will notify involved individuals and proper authorities if any concerns in regard to identity theft or theft of services. We reserve the right to ask for picture ID from our patients or their caregivers.

Insurance information/Payment

- Please notify us of any changes in insurance or any changes in home or billing addresses and phone numbers. This may also be updated via our patient portal.
- Our written financial policy is available in the office or on our website and should be reviewed by all new and existing patients.

- **Payment is due at the time of appointment.** Insurance co-pays will be collected at check-in. We accept cash, checks, and some major credit cards. Outstanding balances not covered by insurance should be paid within 30 days.
- Patients who fail to meet their financial obligation to our practice will be asked to seek care elsewhere.

No Fault

- If your visit is related to injuries as a result of an automobile accident, you must supply the following information at the time of the visit.
 1. No fault automobile insurance information from the vehicle you were in at the time of the accident.
 2. Policy holder information
 3. Date and type of injury
- Failure to supply this information may result in the patient being responsible for the charge incurred from this care.

Mutual Respect

- This office is our work home. You are a welcome guest in our home. We expect all of our guests to treat our staff and work home with full respect, like any guest in any home. This includes the office, the elevator, the restrooms, the corridor and entrance to the building. Those who do not show respect may be asked to find care elsewhere. In return we expect our guests to be treated not only with respect, but kindness in all our interactions.
- **Supervision of children** is always the parent's/guardian's responsibility. We put books in the waiting room for your use, but unfortunately, they do not stay here. Please return books to the bookshelf when finished. We will accept donations of used books. We do not keep toys in the waiting room due to infection control issues. Please bring something with you to occupy your child while waiting.
- **Cell phones:** So that we may serve you better we request you shut off your cell phone while in the office unless needed for emergency contact.
- **Denim day:** Our employees may choose to donate a dollar to charity for the privilege of wearing their jeans to work on Fridays.

Patient Concerns

- If you are unhappy with any aspect of the service or care provided by Springville Pediatrics, we want to know about it. You may express your concerns to your physician, other health care provider, or the office supervisor. Unless we are aware of a problem, we are unable to correct it.
- We encourage our patients and their parents to participate in our quality improvement process and look for opportunities to get your feedback. We appreciate if you would please complete and return any patient surveys that you receive.

We look forward to working with each of you toward achieving and maintaining your health and well-being.

Debra Ehrig, MD
 Susan Fischbeck MD
 Robbin Hansen MD
 Juliana Maciejewski, MD
 Lynda Stidham, MD

Melissa E. Hake, NP
 Meagen Mrugala, NP
 Angela C. Smith, NP
 Colleen Susskraut, NP
 Mary Mayerat, RN Office Supervisor