



## Panorama Pediatric Group

~Exceptional healthcare, education & health promotion for children, adolescents and families~

220 Linden Oaks Rochester, NY 14625

[www.panoramaped.com](http://www.panoramaped.com)

Follow Up and  
Well Child Appointments . . . . .381-4848  
Referrals . . . . .381-5523  
Prescription Refills. . . . .381-0962  
Business Office . . Tel 381-4982 Fax 381-1821  
Answering Service. . . . .453-2211

### **Drs. Colton, Klein, Machiele, Vogelsang**

Amy Jerum, PNP

Pamela O'Connor, RPA

381-4830

### **Drs. Kopp, McInerney, Seaman, Shipley**

Danielle Skrypek, PNP

Eleanor Weinstein, PNP

381-4836

### **Drs. Ingerowski, Pardee, Tuite**

Patricia Huselton, FNP

Ann Marie Kidd, PNP

381-4832

## INFORMATION FOR PATIENTS

### *Introduction*

We are pleased that you have chosen the Panorama Pediatric Group for your children's health care. We hope that the information that follows will help you understand the services we provide and how to reach us easily.

### *Doctors*

Our practice consists of 10 pediatricians certified by the American Board of Pediatrics, five nurse practitioners, and a physician's assistant (PA), all fully trained specialists in caring for children. All of the physicians hold teaching appointments in the Department of Pediatrics at the University of Rochester School of Medicine and Dentistry. Our major affiliation is with Strong Memorial Hospital. We are also affiliated with Rochester General Hospital and Highland Hospital.

For well child visits we feel it is best to see the same doctor and nurse practitioner for continuity. Our physicians, nurse practitioners, physician assistant, nurses and receptionists are grouped into teams as indicated above, each with an individual telephone number. The designated phone number and team system allow for improved communication and continuity of care between your care providers and the triage and nursing support staff. For acute illness visits if your regular doctor is not available, you will be offered an appointment with an associate or a nurse practitioner if possible on the same team. On weekends and evenings, appointments will be scheduled with the covering physician, nurse practitioner or physician's assistant.

### *Nurse Practitioners and Physician Assistant*

A nurse practitioner is a registered nurse who has acquired knowledge and clinical skills in child health care through successful completion of a formal Masters-level advanced educational program. Nurse practitioners perform physical examinations and developmental assessments, treat common childhood illnesses, help coordinate care of common chronic illnesses in children, and help families meet their health needs. A physician's assistant has a college education with more emphasis on the care of traumatic injuries and more experience with procedures. Our PA is available to help with

urgent problems such as lacerations and other injuries, as well as treating childhood illnesses and routine physicals. Well child visits will be scheduled alternately with your physician and your nurse practitioner in most cases.

### **Patients**

General medical care, both preventative and acute care, is provided to children and adolescents from birth to 21 years of age. Patients who reach the age of college graduate should have their care transferred to an internist or family practitioner.

### **Hours**

The office is open from 7:30 am to 12:00 noon, and 1:00 pm to 9:00 pm, Monday through Thursday. On Friday the office is open from 7:30 am to 12:00 noon and 1:00 pm to 6:00 pm. During the hours from 12:00 to 1:00 pm and after 4:00 pm, phone calls are taken by our answering service. During the evening (5:00 pm to 9:00 pm), we see some well children who are unable to come during the day, and sick children who need urgent attention before the next day. *Our staff is limited during that time. We realize that it is often more convenient for working parents with children in day care or school to come in the late afternoon and evening. We try to have as many providers available at those times as we can, but it is not possible to meet the individual schedules of all of our patients during the afternoon and evening times. We do ask that you schedule routine appointments such as well child exams during our daytime hours when we have the most staff available.*

**Weekends:** On Saturday and Sunday, appointments are reserved for **acutely sick children only**. Routine matters such as medication permission slips, school forms and controlled substance prescriptions are handled during regular office hours on Monday through Friday when we are fully staffed. On Saturday, you may call the office from 9:00 am to 11:00 am. One of us is on call after that hour. On Sunday, please call from 9 am to 10:30 am.

**After Hours:** When no one is in the office, a professional is on call and can be reached through the answering service. On weekends after the office closes and after 9:00 pm, your calls are first answered by a trained pediatric nurse or one of our nurse practitioners. Please call during regular office hours for routine medical concerns.

## ***ALL PATIENTS ARE SEEN BY APPOINTMENT ONLY.***

Even in urgent matters, a phone call will insure prompt attention when you arrive.

### ***Telephone Calls***

**Emergencies** - Call the office during the lunch hour, or during regular hours. When you cannot reach the office after 4:00 pm and on weekends and holidays, call the answering service at **453-2211** and your call will be returned promptly.

**Ingestion of a Poison** - Call Poison Control directly at **275-3232**.

All calls are handled by trained nurses and receptionists. Please give complete information about the problem when you call. A doctor, nurse practitioner, physician assistant, nurse manager or triage nurse may be consulted at the time of your call or may return your call later if it is not urgent. If there are special or multiple medical concerns that will require more time, please inform the receptionist at the time of your call.

**Non-urgent and well child appointments** - Call **381-4848** to schedule appointments in advance.

**Acute Problems** - Call your physician's designated phone number to schedule same day appointments or receive medical advice.

### ***Routine Care***

Newborns are examined in the hospital by one of our physicians.

The well babies are usually seen at 1-2 days after discharge, 1 week, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months, then annually through high school. **Please schedule checkups in your child's birthday month.** We will guarantee a prompt physical if it is made in advance for that child's birthday month. In other months, especially the summer, there may be a waiting list. Appointments should be made two months in advance. It is not necessary to obtain school or camp physicals just before the beginning of school or camp. We would be happy to fill out any health forms including athletic physicals if your child has had routine physical exams according to the above schedule and has had no significant illnesses or injuries in the interim. We may request that you complete an interim history form. We will provide an immunization record for your child and update it regularly.

## **Referrals**

Specialist referrals for many insurances need to be approved by our office and given a referral number by the insurer. This must be done before seeing the specialist or the visit will not be covered. We have a special referral line (**381-5523**) on which we ask you to leave the following information: 1. Caller's name and phone number today. 2. Patient's name and type of insurance. 3. Insurance contract number. 4. Specialist or location of the referral. 5. Reason for the visit or diagnosis. 6. If an out of area referral, the date of service and address of place of service.

## **Services Available**

Routine laboratory work, including urinalysis, blood counts and strep cultures can be done in the office. Other work is referred to an outside laboratory. Most lacerations can be sutured in the office. We are able to evaluate strains, sprains, and possible fractures as well. Unless it is a true emergency, please call us before calling an ambulance or taking your child to the emergency room. Our extended weekday and weekend hours allow our families both convenience and continuity of quality care so visits to urgent care centers are hardly ever necessary.

Individual conferences are welcomed by all of us, and time is reserved for them. If you have a problem which cannot be adequately discussed during a routine office visit, feel free to ask your doctor or nurse practitioner to schedule such a conference.

A consulting pediatric and adolescent psychologist who is based in our office is available on referral from the doctors. Psychologist fees and billing are independent of the office.

## **Forms**

Each year we receive many school, camp and day care forms and transfer requests. We process and return these as rapidly as possible. You can help by doing the following:

When you bring in a form, please provide a stamped, self addressed envelope. Completed forms will be filed if no envelope is furnished and will need to be picked up by the parent. Depending on demand it may take up to 2 weeks for the form to be returned. If you need it done within 24 hours, there is a \$5 charge. Transfer requests generally take 10 business days.

## ***Insurance, Billing & Fees***

We participate with MVP, Blue Cross Blue Shield, Blue Choice, Child Health Plus, Medicaid, Fidelis and other insurance plans. You can contact the business office for a complete listing. Depending on your insurer and plan, you may have an additional charge for appointments on Sundays, holidays and evenings at 8 pm as well as procedures done on the same day as an office visit or well exam (e.g. wart removal).

Payment is expected at the time of the visit for all those with copays and uninsured patients. It is your responsibility to know your copay. A \$10 service fee will be added to your account for each delinquent copay. Missed or cancelled appointments with less than 1 hour notice will result in the following:

- 1<sup>st</sup> time - You will receive a warning letter.
- 2<sup>nd</sup> time - You will be charged \$25 for a sick visit & \$50 for a physical.
- 3<sup>rd</sup> time - Your physician will decide whether care can be continued at this practice.

Upon request you may receive a charge slip detailing services rendered and payments made on that day. You need to save these slips for tax purposes as itemized statements will not be provided. Any account balances will be billed on a monthly statement with payment due in 30 days. Any mistakes on your statement must be reported within 30 days to the business office. Overdue accounts may result in phone calls and reminder notices indicating there is a problem with your account. If you are experiencing financial difficulty, please contact the business office to arrange a payment plan. Delinquent accounts may result in referral to a collection agency and dismissal from the practice.

## ***Prescription Refill Line***

We have a special line for prescription refills (**381-0962**) on which we ask you to leave the following information:

1. Caller's name and number the day request is made.
2. Patient's name and doctor.
3. Prescription name, number if possible, and directions.
4. Pharmacy name and telephone number.

## **Research**

The practice participates in research projects designed to improve child and adolescent health with the University of Rochester School of Child's Medicine and the American Academy of Pediatrics. All projects have been approved by a Committee on Research on Human Subjects. We, of course, will always ask your permission for your child to participate in any of these studies. We sincerely thank you for your cooperation.

## **Teaching**

As part of our teaching appointments to the University of Rochester School of Medicine, the practice hosts medical students, residents, nurse practitioners and physician assistant students as part of their training. They will always identify themselves; you should feel free to ask that they not be present in the room at any time during your child's visit if you are not comfortable with a student. Again, we thank you for your willingness to participate in their education.

## **HIPAA**

Panorama Pediatrics Group, RLLP is required by law to abide by the terms of its Notice of Privacy Practices. A copy of this notice will be provided to you at the time of your first visit. Your "protected health information" consists of all individually identifiable information which is created or received by Panorama Pediatric Group, RLLP and which relates to your past, present or future physical or mental health or condition, or the past, present or future payment for health care provided to you. Panorama Pediatrics Group, RLLP reserves the right to change the terms of this Notice at any time. Any revised Notice will apply to all protected health information that the Practice maintains. If the Notice has been revised since your last appointment, the Practice will make a copy of the current Notice of Privacy Practices available at registration.