



Welcome to our practice. Our office hours are as follows:

Monday, Wednesday and Friday: 8:30 am to 5:00 pm

Tuesday and Thursday: 8:30 am to 7:00 pm

Saturdays and Sundays: Closed

Closed for lunch daily from 12:30 – 1:30 pm

Same Day appointments are available and walk-ins are accepted

Every effort will be made to ensure that your wait time is kept to a minimum. However, it is necessary for us to sometimes see patients experiencing an emergency. In this case, our staff will notify you as soon as possible. Since emergencies may take longer than anticipated, we thank you for your patience during this time. At All My Kids Pediatrics, we are committed to delivering quality care as your patient centered medical home in the most effective manner.

Unless there is a true emergency, we urge you to contact us before going to the emergency room or urgent care center. Many times we can provide the most appropriate care in your medical home or can assist you in determining the best place for you to receive care for your child.

All My Kids Pediatrics and staff share a common goal of providing you with the very best care. Our online patient portal is available for requesting appointments, viewing your child's medical record, requesting medication refills, asking non-urgent questions and much more. Our staff is ready to help you sign up to use the patient portal! We encourage you to ask questions about your child's care, treatment, and our policies. We believe a good doctor/patient relationship is based on understanding and open communication. We make every effort to make your visit here as pleasant as possible.

Patient Centered Medical Home (PCMH)

What does a Patient Centered Medical Home mean for you? How will this affect your child's care? What can our team of health professionals do for your child? What do we expect of you as the parent?

A PCMH means you are surrounded by a dedicated team of medical professionals who work together to optimize the health needs and goals of your children, our patients. These goals are achieved by using the best evidence based medicine and resources available.

As Your Medical Home, We Will:

- Provide access to after-hours advice
- Learn about you, your family, life situations, health goals and preferences
- Discuss treatment plans with you and answer any questions you have concerning these plans
- Treat both acute and short term illnesses, while also considering any chronic long term issues to ensure your child's overall well-being
- Ensure that your child is current on all immunizations and preventative health screenings
- Coordinate your child's care with any specialists and/or facilities as needed. This coordination includes behavioral health providers
- Notify you of test results in a timely manner
- Provide you with information concerning support groups, informational classes, and other services that can help keep you and your family safe and healthy

We Trust That You As Our Patient/Family Will:

- Be a partner with us for you and your child's care
- Learn about your health insurance coverage and benefits
- Make a scheduled appointment and keep the appointment. If you are unable to make your scheduled appointment, call at least 24 hours prior to the appointment to reschedule
- Arrive on time for your appointment, prepared with medication updates and any other new information and/or treatments
- Ask questions during your visit and request clarification if there is anything that you do not understand
- Help us formulate a plan to encourage healthy living. Let us know of any obstacles you have in this plan so we can discuss solutions
- Take all medications and treatments as prescribed
- Return for all recommended visits or follow-ups
- Call our office with any questions you have
- Give us feedback to help us improve in our care