

Providence Park Pediatrics – Patient Centered Medical Home (PCMH)

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Welcome to Providence Park Pediatrics. In an effort to connect with our patients and create a physician/patient partnership, we would like to announce that we are a designated Patient Centered Medical home. As your Patient Centered Medical Home, we can provide much of the preventative medical care you might need and, when necessary, refer you and coordinate your care with other health care professionals. Thank you for entrusting us with your child's medical care. We provide pediatric services from birth through 18 years of age. Our group includes eleven American Academy of Pediatrics Board Certified Pediatricians. The physicians who practice at Providence Park Pediatrics are: Dr. Manisha Parikh, Dr. Colleen Miele, Dr. Marcia Newcombe, Dr. Ada Kendall, Dr. Lili Levy, Dr. Ramalingam Maruthavanan, Dr. Lara Azzi, Dr. Mala Gaind, Dr. Caroline Meldrum, Dr. Melissa Hoisington, Dr. Andrea Kendall, Dr. Yoshiko Nito and Dr. Marco Tatangelo.

Office Hours – refer to website for specific location hours.

Phone Menu Options

Appointment lines are available Monday – Thursday from 7:30AM – 5:30PM, Friday from 7:30AM – 5:00PM and Saturday from 7:30AM – 12:00 PM. Please call **248-465-4847** and press option 1 to speak to an appointment scheduler. If you have questions for the nurse, Press 2. To leave information regarding a referral, Press 3. To request a prescription refill, Press 4. To request medical records and form related questions, Press 5. All other matters, Press 6.

Well Child Care

Frequent well child visits are necessary to monitor your child's growth and development. Newborns are seen a few days after discharge from the hospital and again at 2 weeks of age. The next scheduled visit would be at 1 month of age. We will then see your child at the following intervals:

2 months, 4 months, 6 months, 9 months, 1 year, 15 months, 18 months, 2-year, 2.5 years and 3 years.

After age 3, we see your child yearly.

Yearly physicals are scheduled in advance around your child's birthday. We follow the American Academy of Pediatrics Immunization Schedule. **We do not accept patients who do not vaccinate, and we do not recommend alternative immunization schedules.** Well child care and immunizations are covered by most insurance companies.

SAME DAY OR NEXT DAY ACCESS FOR SICK CHILDREN

We offer **Same Day or Next Day Appointments** when your child is ill. We also make every effort to schedule your child with the pediatrician with whom you and your child are most comfortable. If your child has an illness and you are unsure whether or not your child should be seen by the doctor, please call our office and discuss the symptoms with one of our nurses (option 2 on the phone menu).

After Hours Physician Coverage

A pediatrician is available after hours for urgent calls and questions regarding an acute illness that you feel cannot wait until the office opens. Please call 248-465-4847. The voice mail will give you instructions. Routine questions or medication refills should occur during regular office hours. If your child is acutely ill after hours, we may instruct you to go to the nearest emergency room or urgent care. We may call medication into a pharmacy, but generally we do not prescribe antibiotics without seeing your child. Please have a 24-hour pharmacy number available when you page the physician.

Wait Time

We try our best to see our patients in an efficient manner. At times, the wait time may be longer than anticipated due to the complexity of some visits. This is not always predictable. Our goal is to provide quality care.

If you have new insurance or other updates, please arrive a few minutes before your scheduled appointment time. If you are 15 minutes late for a well child physical exam, we may ask that you reschedule. We understand your time is valuable and we will continue to do our best while providing quality care for your child.

Prescription Refills

If your child is on prescription medication and you need a refill, please call 248-465-4847 and Press Option 4. You may also leave the information on our website. If you need a refill the same day you are calling, please speak directly to a nurse. Please do not call on Saturday for routine medication refills. If your child is on prescription medication for any reason, we must see your child at least once a year for a physical exam!

Insurance

You are responsible for the copay and deductible payment at the time of service. If you have an HMO insurance plan, you will need a referral to see a specialist. In most cases, we will need to see your child for the problem before you are referred to a specialist. If your child needs to see a specialist, we refer to the Ascension Medical Group physicians. Our staff is available to help you with your insurance, but it is important for you to know your benefits.

Extended Hour Charge

Effective October 01, 2015, there is an extended hour charge for all acute/ ill appointments that are scheduled 5:00PM and later Monday through Thursday and on Saturday. This charge is billed to the insurance company. It may or may not be a benefit with all insurance policies.

Thank you for choosing Providence Park Pediatrics. If questions or concerns arise, please let us know!