

Welcome to our practice! We would like to introduce ourselves, our services, and our policies:

Your New Medical Home:

Premier Pediatrics is a patient-centered, family-focused medical practice dedicated to the health and wellness of the patients and communities we serve. Our certification as a Patient-Centered Medical Home (PCMH) means our physicians and staff are committed to comprehensive, personal healthcare centered around you; partnering with you to ensure all of your child's/children's medical and non-medical needs are met.

Your Personal Physician

The relationship between you, your physician, and the care team (clinic staff) is the driving force behind a Patient-Centered Medical Home. Your Physician will provide medical care that is right for you based on clinical guidelines shown to improve your health

Your Care Team

Your physician will direct the care team to coordinate your care based on your wants and needs. To improve efficiency, the team will plan for your appointment by reviewing your medical chart for up-to-date forms, check for recent testing, and ensure you are notified of results in a timely manner. The care team will work with you and any outside providers/facilities to effectively coordinate your health care across all specialties, including behavioral health. Your care team will make sure your appointment is timely, provide the specialists with your care summary before your appointment, and obtain the specialists recommendations after your appointment. If you are admitted to the hospital, you will receive care from a Family Care physician who is familiar with your health history. Upon discharge, our care team will review your hospital stay, make sure you return for follow-up care, and discuss any questions or concerns you may have about your treatment or medications.

Your Health

In return, we ask that you continue to be an active participant in your health care. We ask you to take charge of your health by responsibly managing and monitoring aspects of your care. Keep us informed of your medications, visits to specialists, medical history, health status, recent test results, self-care abilities, and information from recent hospitalizations, emergency, or urgent care visits. In addition, you can help by being prepared and on time for your appointment and bringing all of your medication bottles along with you. Follow the care plan your physician has developed for you, and let your physician know when you can't. We are here when you need us; you can call our office, or follow the guidelines for reaching us during non-business hours for advice before going to the Emergency Room in a non-emergent situation.

Quality for You

Our PCMH is committed to providing same day appointments and offering expanded hours to meet your needs. We will use our electronic medical record, Athena, to support the best quality care, and safety by helping us to identify and provide for your needs and the needs of our entire patient population. Additionally, we are able to contact you via electronic reminders for appointments, preventative care, and chronic care services.

Physicians:

Jill Roberson, MD FAAP and Candice Clocker, MD FAAP

Are pediatricians are both board certified in Pediatrics.

SERVICES:

- **Well Child Checks**
- **School/Sports/Kindergarten/Pre-surgical/College/Camp Physicals**
- **ADD/ADHD**
- **Sick Visits**
- **Newborn Care**
- **Asthma Care**
- **Immunizations** *please refer to the Immunization section on our website
<http://www.premierpedsncc.com>, The site offers detailed information on each vaccine we provide.*

If your child has received immunizations at the Health Department, please bring a copy of their current shot record to each school physical and/or Well Baby visit. We have access to the North Carolina Immunization Registry, a data base that has most immunizations given in the state of NC. Never let your inability to locate your shot record keep you from attending your visit.

- **Wound Care**
- **Behavioral Care**

Registration

- During your first visit to our office, registration information will be collected. This information and any other information given to our office will be kept in the strictest confidence. At each visit, you will be asked to present your insurance card and photo identification. Additionally, you will need to verify:
 - Address
 - Phone Number
 - Insurance
 - Preferred Pharmacy
- This is not an all-inclusive listing of each identifier captured and verified in the registration process. Please be prepared to provide additional information beyond the examples listed above.

Payment

At check-in, your account will be reviewed for any outstanding balances, and any relevant copayments. Payment in full is expected at the time of service. You can pay by check, credit/debit card, or cash. Please make checks payable to Premier Pediatrics. You will receive a receipt for each paid office visit.

If you are unable to provide payment at the time of service, please make arrangements with our patient care coordinator BEFORE leaving the office. A statement will be mailed in a timely manner, not to exceed 30 days. We expect prompt payment. Patients whose accounts are 30 days past due will be contacted so that payment arrangements can be made. We realize that special situations arise that require alternative payment plans. In these circumstances, we offer individualized, structured payment plans. Please discuss these with our Practice Administrator before your account is overdue.

Insurance

We are preferred providers for:

- BCBS
- Aetna
- North Carolina State Medicaid
- North Carolina Health Choice
- First Carolina Care
- MedCost
- Tricare Standard

Please call our office @ (910) 246-BABY (2229) for an extensive list

Office Processes

Hours of Operation

Our office is open Monday through Friday from 8 a.m. to 6pm. With walk-in urgent care hours from 5:00pm-6:00pm. Our telephone system is turned off at 6 p.m. every day however, if you need us just call our office number at 910-246-BABY (2229) and you will be connected to our after-hours services. Additionally, we offer walk-in sick only clinic on Saturday mornings from 9a.m. to 12:00pm for Premier Pediatric patients only. On-call staff is available for urgent situations, see additional details below.

Appointments

Appointments are **requested** for all care including nursing and lab visits. You can arrange an appointment by calling our office at 910-256-BABY. We have same day sick visits so your child can receive care when they need it most.

To effectively manage your care, at each visit please inform your healthcare provider of all medications you are taking, any drug allergies or side effects, visits to other healthcare clinics, such as specialist visit or hospitalizations, changes in your medical history or health status, results on any outside lab or diagnostic testing, and updates on your self-care needs.

Cancellations

If you are unable to keep a scheduled appointment, we ask that you notify our office as much in advance as possible. Early notification allows someone else to use that appointment time and you to reschedule as soon as possible. If you arrive more than 10 minutes late for an appointment, you may be asked to reschedule or to wait until other scheduled patients have been seen. Families that call us if they are running late have the best possibility to still be seen on the same day. This avoids long waits for you and other patients, and provides adequate time for a thorough visit.

After hours

Patients calling into the clinic after hours (910-246-BABY) will be connected to the clinic's answering service which will be answered by our on call provider system. A return call or secure text will respond to your needs.

- A. The physician on call will perform a telephone triage and determine the urgency for immediate care.

- B. If emergency care need is determined, the patient will be directed to ER. The on call physician will contact the ER and inform them of the incoming patient and their symptoms.
- C. If it is determined it is not an emergency but *something that needs attention before our office opens* you will be directed to go to First Health Urgent Care. We have a mutual agreement with them to treat our patients. We are able to send your records if they require them and we receive a visit summary from them so we can address any care that will be needed after your visit with them.

They are located at:

First Health Convenient Care of Whispering Pines:

7473 North Carolina 22
Carthage NC
910-215-5100

First Health Convenient Care of Rockingham:

921 South Long Drive
Suite 104
Rockingham NC
910-417-4100

- D. If needed, you will be contacted by our staff the next clinic business day, and given an appointment for the same day. We will also contact the ER/Urgent Care facility for a copy of the patient's medical records to be delivered to our clinic and added to your file if it has not been delivered to our files already.

Summary

Premier Pediatrics thrives to provide each patient with the highest quality of care and services possible. We will work with you, as part of your care team, to meet our mutual goals of health and wellness. If you have any questions or concerns regarding the information contained in this letter, please let us know as mutual cooperation and understanding is necessary to achieve the best health care possible for you and your family.

Thank you,
Premier Pediatrics

