

All About Children Pediatric Partners, PC

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Pediatric & Adolescent Medicine & Children with Special Challenges

655 Walnut St.,
(7th Ave. & Walnut St next to VF Outlets)
West Reading, PA 19611

Mailing Address: PO Box 6946
Reading, PA 19610-6946

Phone: 610-372-9222 (available 24 hours)

Fax: 610-372-0232

Website: www.aacpp.com

Office Hours

By Appointment Only
Monday through Friday
7:30 a.m.-6:30 p.m.
Home visits by special arrangement.
Emergencies are handled
24 hours a day,
7 days a week, as necessary.

Our Goals:

- Provide state of the art health & preventive care regardless of life situation or challenges in a caring,
- genuinely concerned, understanding, and competent manner, sensitive to cultural and privacy concerns.
- Value patient opinions.
- Provide accurate information to our families with informed personnel to answer parent /patient questions/concerns.
- Achieve the best possible results for all our patients.

Our professional health care team is committed to helping you provide quality preventive and acute health care for your child. We specialize in Pediatrics - the care of children, young adults to age 18, and persons with special challenges. We are affiliated with The Reading Hospital Medical Center, St. Joseph's Medical Center, and Health South Rehabilitation Hospital. This brochure will acquaint you with our practice and answer many of your questions. Please review it carefully and keep it for future reference. We welcome your questions, comments, and suggestions.

Appointments

- To minimize wait times, all visits are by appointment, including sick visits. Call early in the day to schedule a same day appointment for your sick child.
- Appointments for routine check-ups should be scheduled at least 4 weeks in advance. To cancel or reschedule, please call at least 24 hours before the appointment.
- Always bring to every visit:
 - Your child's immunization records
 - All prescribed and over the counter medications that your child has taken within the past two weeks.
 - Your child's insurance card
- Special appointments may be requested for discussion of complicated problems.
- We respect and value your time. We try to stay on schedule. You may call ahead to be advised if unavoidable delays or emergencies have occurred which may delay your appointment. As you leave the office, the receptionist will schedule or give you a reminder card to call for your next appointment. Please help them find the time most convenient for you. If you prefer a

particular doctor or nurse practitioner, please let them know.

Confidentiality

Please advise us of any situations needing special attention.

Telephone Calls

- For non-emergency questions, please call us between 7:30 - 8:30 a.m 7 days a week. We are available by phone for emergency situations 24 hours a day, seven days a week.
- When you call, please give your child's name, age, exact symptom, and temperature. Also have available the telephone number of your local pharmacy, and a pencil and paper handy.
- During office hours, our specially trained staff members will answer your questions and direct you to helpful resources. If you are calling about an emergency, tell the receptionist so that you can be directed to the physician or nurse practitioner immediately.
- Please call during regular office hours for test results. Be sure that we have your correct phone number so that we can call you concerning abnormal test results.

Prescriptions

Please call during office hours for prescription refills. Have the pharmacy phone number available when you call. Pick up your prescriptions from the pharmacy within 8 hours of your call or visit to us to ensure that they are ready for you.

Privacy Policy

We need written authorization from you anytime information is needed by a third party (i.e., another physician, lawyer, insurance company, etc.). We will not release information to anyone other than parents/legal guardians without your permission.

Insurance, Fees, Payments

- For those families who wish to pay cash for their visits at the time of the visit and have no health insurance, a fee of \$75 for ill and \$125 for checkups is all inclusive and must be paid at the time of the visit.
- Please bring your health insurance card(s) to every visit. If your child is covered by more than one health insurance, please be sure to tell us.
- To keep your healthcare costs down, we try to participate in all insurance plans available in Berks County - Aetna, Berkshire Health/Loomis, all Blue Cross/Blue Shield health plans, CIGNA, Pennsylvania Medicaid (ACCESS), Gateway, Health America / Health Assurance, HRM/Oaktree, AmeriHealth Mercy, New York Medicaid, Tricare/CHAMPUS, Unison, United Healthcare, etc. Let us know if we are not a provider for your insurance.
- Please be prepared to pay your co-pay when you register to be seen. Balances owed must be paid before leaving the office. Payment plans can be arranged for extenuating circumstances.
- Other fees not covered by insurance are:
 - Returned check -\$35.00.
 - Missed appointments - \$25.00
 - Form completion –
 - \$5.00 - Special Olympics, Driver license, work permits
 - \$15.00 - Physicals, statement printouts
- Unpaid accounts may be charged 1.5% interest per month after 90 days.

Referrals

We are willing to coordinate your child's medical care and help you select competent specialists. Most follow-up care can be provided in our office to save you long trips. Please call us before going to a specialist so that we can provide you with the best possible care for your child.

Night Calls and Emergencies

For life threatening emergencies such as:

Unconsciousness
Turning blue
Severe injury
Severe shortness of breath
Uncontrolled bleeding
Prolonged seizure

- 1) Call 911 - tell the ambulance to go to
 - The Reading Hospital Medical Center ER or to
 - St. Joseph's Medical Center ER then also
- 2) Call 610-372-9222 - tell us your child's name and situation, and your phone number.

For urgent situations such as:

burns	colds	coughs
cramps	cuts	diarrhea
earache	fatigue	stomach pain
injuries	joint pain	pink eye
poison ivy	rashes	sore throat
sprains	fever	vomiting

- 1) Call 610-372-9222 and follow the paging instructions so we can help you work out the most appropriate plan of care for your child. After hours we will return your call within 15 minutes.
- 2) If we do not respond within 15 minutes, call 610-372-9222 and follow the paging instructions again.

If you suspect your child has eaten, drunk, or inhaled something poisonous:

- 1) Determine "what" and "how much"
- 2) Find the label or container
- 3) Call the Poison Control Center at 1-800-222-1222.
- 4) Follow their instructions
- 5) Call us at 610-372-9222.

Please save non-urgent calls for "telephone call in times"

7 days/week 7:30-8:30 am