

## Our Goals

- ❑ Provide the finest quality health & preventive care regardless of life situation or challenges in a caring, genuinely concerned, understanding, and competent manner, sensitive to cultural and privacy concerns.
- ❑ Help our families achieve the best possible results for their children.

## As Your Medical Home We Will:

- ❑ Take care of your child when they are sick and well and help you all to stay well
- ❑ Help you plan your child's care and/or set goals for care, now and in the future
- ❑ Talk with you about any testing or treatment that your child needs
- ❑ Work with you and other care providers to coordinate care

## Access and Communication

Our practice would like to be available when you need us. Please ask about any special communication or access needs that you or your children have.

We have "policies" with your needs in mind...for example:

- ❑ When you call for an appointment your child will be seen within 24 hours if sick, within 2-6 weeks for a check up
- ❑ When your child has tests or procedures done you can get the results by calling our nurses during office hours (follow the prompts carefully)
- ❑ If you are referred to a specialist, with your permission, we will share information with them and with you in a timely manner

*Please refer to the inside of this brochure for more specific information.*

## Night Calls and Emergencies

For life threatening emergencies such as:

- Unconsciousness                      Severe injury
- Severe shortness of breath
- Uncontrolled bleeding      Prolonged seizure
- ❑ Call 911 - tell the ambulance to go to The Reading Hospital Medical Center or
- ❑ St. Joseph's Medical Center then also
- ❑ Call 610-372-9222 - tell us your child's name and situation, and your phone number and where you are going.

## For urgent situations such as:

- Burns      Colds      Coughs      Cramps
- Cuts      Diarrhea      Earache      Fatigue
- Injuries      Joint pain      Pink eye      Stomach pain
- Sprain      Rashes      Poison ivy      Sore throat
- Fever      Vomiting
- ❑ Call 610-372-9222 and follow the instructions. A nurse will return your call within 15 minutes to help you
- ❑ If we do not respond within 15 minutes, call 610-372-9222 and follow the instructions again.

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

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

**Please call early in the day for same day urgent ill appointments and nurse/physician questions.**

# All About Children Pediatric Partners, PC



## All About Children Pediatric Partners, PC

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

Telephone:  
**610-372-9222 (available 24 hours)**  
Fax: 610-372-0232  
Our Website: [www.aacpp.com](http://www.aacpp.com)  
contains much helpful information

## Office Hours

By Appointment Only  
Monday through Friday  
7:30 a.m.-6:00 p.m.  
Emergencies handled 24 hours / day,  
7 days a week, as necessary.



## Telephone and Internet Communication

For **non-emergency** questions, you may use the "contact" link on our website at [www.aacpp.com](http://www.aacpp.com). We will respond within 48 hours.

We are available by phone for urgent or emergency situations 24 hours a day, 7 days a week.

When you call, please have available

- ❑ your child's name and age,
- ❑ exact symptom(s) and **temperature**
- ❑ telephone number of your local pharmacy
- ❑ a pencil and paper
- ❑ a phone number where we can reach or text message you

If you are calling about an emergency, tell the receptionist so that you can be directed to the physician or nurse practitioner immediately.

## 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 ensure that they are ready for you.

## 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 2 full working days before going to a specialist so that we can provide you with the best possible care for your child.

Child and Family Support Services now provides bilingual behavioral health services in our office for your convenience.

## Confidentiality

Please advise us of any situations needing special attention.

## Privacy Policy

*We must have written authorization from you when 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. Please bring photo ID to all visits.*

## 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 but *must be paid at the time of the visit*. PA ACCESS and CHIP applications are available.

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. Visits billed to the primary insurance count toward your deductible and may be paid by the secondary insurer, thus decreasing your out of pocket costs.

To keep your healthcare costs down, we try to participate in all insurance plans available in Berks County. 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. We accept credit cards to assist with bill payment

**Other fees not covered by insurance are:**

- ❑ Returned check -\$35.00.
- ❑ Missed appointments - \$25.00
- ❑ Form completion -
  - \$15.00 - Driver License Forms,
  - \$5.00 - Work permits
  - \$15.00 - Physicals, Statement Printouts
  - \$35.00 - Letters
- ❑ Unpaid accounts may be charged 1.5% interest per month after 90 days.

## You Can Make Care Better and Appointments Go Well if You

- ❑ Are prepared to share how your child is doing (at play, at school, sleep, etc.) and any family stresses
- ❑ Write down and bring your main questions and concerns
- ❑ Bring your child's immunization record to every visit.
- ❑ Bring in a list of any other providers your child's sees with their contact information
- ❑ Ask for help in creating and sharing a complete record of your child's care
- ❑ Bring all of the medications that you have at home for your child to each visit. This is very important for medication safety concerns.

## Parent / Patient Concerns

We value your suggestions. If you have suggestions or concerns that have not been addressed, please call our Practice Manager, at 610-372-9222 Ext. 938 and leave a message with your concern and the best time and phone number or email address to reach you.

**If you are unable to keep an appointment, please call us in advance (24 hours if at all possible) so that we can use the appointment for another patient. Messages can be left after hours by following the prompts when you call us. If THREE appointments are missed and NO CALL IS RECEIVED BEFORE the appointment we may discharge your child / family from the practice.**