

Welcome to Capital Area Pediatrics

Thank you for choosing us for your child's health care. We believe that each and every child is special and our concern for your child's health is our number one priority. We hope this information sheet will answer some questions you may have about our practice.

Our staff:

Five board certified pediatricians, Dr. Courtney Hart, Dr. Melissa Morin, Dr. Mary Mora, Dr. Arti Shah, and Dr. Amanda Torgeson staff our office. We also have a pediatric nurse practitioner who works with our physicians, Kathryn Wheeler- Fulton NP-C. It is likely that you will meet all of our doctors and our nurse practitioner, but we want each patient to choose a physician as their primary doctor. This doctor will see your child for most physicals, manage your child's chronic illnesses and coordinate specialty care.

Office hours:

Currently, our office is open for patient care Monday 8 am to 12noon and Tuesday through Friday 8 a.m. to 5 p.m. All patients are seen on an appointment basis, we are not a walk in clinic.

Phone services:

Our phone hours are Monday through Friday 8 a.m. to 12 noon and 1 p.m. to 5 p.m. We have an automated phone system. When you call you will hear a brief message with prompts to direct your call. You may talk with a receptionist to schedule an appointment or leave a message on our voicemail system for triage, refills and referrals or billing concerns.

- Our triage staff phone hours are 8 a.m. to 4 p.m. The triage staff voicemail box is checked frequently throughout the day. Triage calls will be returned on an urgency basis, as soon as possible. All triage calls received by 4:00 p.m. will be returned on the day they are received. If you need advice on an urgent matter between 4 and 5 p.m., please talk directly with our reception staff.
- The voicemail box for our refill line will be checked frequently throughout the day. The ordering physician will review refill requests and if approved, the prescription will be called in or printed for pick up at our office within 2 business days.

We ask that you not leave a message in more than one mail box. If you feel that your message has been missed or you need more urgent advice please let one of our receptionists assist you.

As a service to you, the voicemail boxes for medication refill/cancellation and billing staff can be reached 24 hours a day, 7 days a week. The messages left after 5 p.m. and on weekends will be reviewed the following business day. When leaving a message on our voicemail system, it is important to slowly and clearly state your name, phone number and spell your child's name and give the date of birth for that child to enable our staff to obtain his/her records to help you with your problem.

After hours services:

There is a pediatrician or a nurse practitioner available each night, weekend and holiday to assist you with urgent concerns. You may reach the on-call provider by calling our office number (517)394-6484. After a brief message, you may choose to leave a message on our after-hours emergency voicemail box. You will be prompted to leave your name, your child's name and date of birth, a brief statement of your child's problem and a number that our staff can reach you. Our on-call staff will be paged and return your call. We strive to return calls as soon as possible and ask that you leave your phone line open to receive the call. Be sure to speak clearly in leaving your phone number as our staff does not have access to our computer data base at night. If you have not received a return call within thirty minutes, please call back and leave a second message. We ask that you use this service when you need advice on an urgent matter that cannot wait until the office opens.

If you would like to have your child seen after hours for an urgent matter you may also choose to take your child to any convenient urgent care facility that accepts your insurance. In case of emergency- using the nearest emergency room is suggested.

Scheduling appointments:

When making an appointment, please give the receptionist a reason for your visit so that we can schedule the proper amount of time for the visit. This will help us to serve you better. We keep many appointments available for urgent concerns. If you call early in the day, we will usually give you an appointment for the same day.

We ask that you schedule well child exams well in advance. We reserve limited time in our schedules for these appointments and our next available well child exam may be a month out.

Because we know your time is valuable, we follow the appointment schedule as closely as possible. Emergencies do arise and we appreciate your understanding at these times. Should we see that we are running late, we will advise you of the situation and give you an option to reschedule your appointment.

Permission to treat:

Minors should be accompanied to the office visit by a parent or legal guardian. If a parent is unable to accompany the child, it is important that the accompanying adult have a note giving our staff permission to treat your child. An unaccompanied adolescent also needs to have a note from the parent or guardian giving us permission to treat. If a child may be brought to the office by an adult who is not the biologic parent on a regular basis, you may request a card that can be completed and signed by you giving your permission for care that can be carried by this person and presented at time of visit.

No show policy:

Please call our office as soon as possible if you find that you do not need or are unable to keep a scheduled appointment. If three visits are missed in a twelve-month period without following the 4 hour cancellation policy, we will no longer be able to continue to care for your child in our practice. Please see our no show policy.

Routine well exams:

We feel routine well visits are important to assess your child's proper growth, nutrition and development, to prevent illness with appropriate immunizations and to address any concerns that you may have. We schedule routine well exams at two weeks, two months, four months, six months, nine months, twelve months, fifteen months, eighteen months, two years and annually after that. As part of our preventive care, we follow the guidelines of the American Academy of Pediatrics, which is dedicated to health safety and well-being of infants, children, adolescents and young adults.

Health forms:

We are happy to assist you in completing any health appraisal forms you may need for participating in sports, camp, school, daycare, or other activities. If your child has had a physical within the past twelve months, we will complete the required form. If you know that you will need a form, we would be happy to complete it during your well-child visit. If you leave a form to be completed at our office, we will strive to complete the form and have it ready for you within two working days. If your child has not had a visit within the time frame that is required for the form, a scheduled appointment may be needed to complete the form.

Insurance policy:

Your insurance policy is a contract between you and your insurance carrier or HMO. Please understand the benefits your insurance or health care provides for physician office visits. It is your responsibility to know what services are covered. If you are not sure, check with your employer or call your insurer.

- Present your insurance or health plan card at each visit. This will allow us to maintain accurate billing information.
- Please register your newborn infant on your insurance plan as soon as possible after the baby is born. If this is not done within thirty days of the birth of the baby you may have to wait until the next open enrollment period at your place of employment.
- Please remember you are responsible to pay any charges not covered by your insurance. This could include deductibles, co-pays or payment for non-covered services. Full payment of any fee that is not covered by your insurance is expected at the time of service.

If you have a question about a bill, please contact our biller by calling our office at 394-6484. A message can be left on the billing office's voicemail 24 hours per day. If leaving a message, please leave a phone number you can be reached at on the next business day.