

## Welcome to Child and Adolescent Health Associates

The providers and staff at Child and Adolescent Health Associates are happy you have chosen us as your primary care provider. We are excited to follow a Patient Centered Medical Home (PCMH) model of care. As many of you are not accustomed to the PCMH model, we would like to take this opportunity to introduce you to all we will do.

We are the home for your medical needs and will ensure that all of your health care needs are met. In order to facilitate this, we ask that you inform us when you seek services outside of our practice. This helps to insure we have a complete picture of your health needs.

Our providers consist of Board Certified Pediatricians and Physician Assistants who keep up with all of the latest evidence based medicine. All of our providers will focus on preventive care to keep your child healthy. They are also trained to manage most chronic and acute medical conditions. In the event that your child's primary care provider feels that input from a specialist is necessary, your medical team will help coordinate the consult and on-going treatment. Please provide our information as your primary care physician to any specialist that provides your child care. Your team will assist you to manage your child's health with education and self-management tools and support.

We perform routine annual exams, sport physicals, immunizations, medication checks (ADHD, ADD and Asthma management), evaluation and management of Autism, hearing and eye exams just to name a few.

We recognize that mental health plays a vital role in patients' over all wellbeing. Parents are encouraged to address their children's psychological and mental health issues, personal stressors or concerns with their provider. This will help identify potential barriers to treatment and your care team can facilitate mental health referrals or provide community resources to ensure patients get the best care possible.

Regardless of your insurance coverage, we will treat all patients equally. We provide a sliding fee scale for the uninsured and underinsured. We will assist families without insurance who are interested in obtaining one by giving them proper guidance and referral.

The practice helps guides and helps caregivers migrate their child's personal health record from their former provider. If you need assistance transferring records, please contact our medical records department at (315) 788-2211

Our office is open from Monday through Friday - 8am -4:30pm and on Saturdays from 8-11 am. If you require medical assistance during business hours, please call our office at (315) 788-2211 to speak to a nurse. If you require after hours' assistance, please call

(315) 788-2211 and you be directed to the triage nurse on call. The triage nurse will be able to answer medical questions and will provide advise as necessary. Any non-emergent or billing questions should be made during business hours.

Routine Health Maintenance plays a vital role in Medical Care. We encourage all patients to be seen at least annually. If a patient has not been seen within three years, he/she will be considered a "new patient". This means that before any acute or follow up appointments can be made; the patient must be seen for a new patient appointment. Because we focus on servicing the needs to our active patients, it may be several weeks before a new patient appointment is available. Please keep regularly scheduled appointments to maintain status as an active patient within the practice.

Whether your child will be with us for only a few years or thru their adolescent years, we look forward to providing your child with great medical Care. We value input from our patients/family and will conduct surveys on a regular basis to ensure we are meeting your needs. In the meantime, if you have anything to say about the medical care your child has received, please feel free to provide feedback.

Once again, welcome to Child and Adolescent Health Associates!

Sincerely,

Your Physician, Physician Assistant and Medical Care Team

[www.childandadolescenthealth.net](http://www.childandadolescenthealth.net)

(315) 788-2211