

New Patients: Are We the Right Practice for Your Family?

It is crucial when choosing a pediatric practice for your children that you have given serious consideration to the fit between the practice philosophies and your own. Excellent care happens when the physicians and office staff are aligned with your family priorities and philosophies regarding medical care. Only then can shared decision making be based on mutual respect. Please read the following checklist carefully to be sure Watchung Pediatrics is the appropriate medical home for your children. We look forward to meeting you and forming a mutually rewarding relationship.

| Topic | Practice Philosophy |
|--------------|---|
| Vaccines | Our vaccine policy (http://watchungpediatrics.com/New-Patients/Vaccine-Policy.aspx) follows the schedule outlined by the American Academy of Pediatrics (AAP) and the Center for Disease Control (CDC). We assure our patients that vaccines are safe and expect our patients to vaccinate on schedule. |
| Antibiotics | We work hard to not overuse antibiotics. We educate families on appropriate use of antibiotics, but follow evidence-based guidelines and do not automatically treat ear pain or a green snotty nose with antibiotics. We do not routinely call in antibiotics over the phone as we do not believe that is good medicine. We are happy to answer any of your questions on appropriate antibiotic usage. |
| Medical Home | We work hard to provide comprehensive medical care and serve as your medical home. Therefore, we expect that you will contact our office FIRST before seeking specialty care or heading to Urgent Care. |
| Technology | Our practice prides itself on our efficiency through use of technology. We have a patient portal where you can directly contact your provider, upload forms that need to be filled out, and request referrals. You will also have access to your online medical records, upcoming appointments, vaccine records, and other documents per request. |
| Office Hours | We make every effort to meet the needs of our patients. Therefore we offer walk-in hours for acute problems in both our Millburn and Warren offices. We have Saturday appointments in those offices as well, and same day scheduled sick visits in all offices. Please familiarize yourself with our office hours since each office differs slightly here (http://watchungpediatrics.com/About-WP/Locations.aspx) |
| After Hours | We have a Pediatric Urgicare nurse triage service for calls 6-12 pm 7 days a week. The contact number for this service is (908) 918-1666. When the offices are closed (Sundays and holidays) we have a practitioner available by contacting (303) 715-6014. We also arrange Sunday morning appointments if the on-call provider feels the patient should not wait until Monday to be seen. We expect that unless it is a true medical emergency and requires 911, that you will call triage or our on-call physician prior to heading to the ER or Urgent Care. |

| | |
|------------------|--|
| Providers | We employ both Physicians and Nurse Practitioners as providers in our offices. All of our providers are excellent and capable of providing quality medical care to your child. We try to ensure your child will be seen by the same provider at every appointment but in order to expedite sick visits we ask that you see the first practitioner available. We have a registered dietician on staff to meet with patients for nutrition consults. For your convenience, all offices also have a phlebotomist so lab work can be done through our office. You can learn more about our providers here (http://watchungpediatrics.com/About-WP/Our-Providers.aspx). |
| Specialist Care | Our practice has a network of specialists that we refer to. As your medical home, we expect that you will contact our office to discuss care plans before scheduling an appointment with a specialist. We want to be involved in either providing care in our office where appropriate or referring you to the proper specialist. We ask 5 business days whenever possible for your referral to be processed. |
| Insurance | A list of our accepted insurance can be found here (http://watchungpediatrics.com/About-WP/Insurance.aspx). Even if we do not take your insurance plan, we are happy to work with you to discuss financial options in advance. If you have specific questions, call our office or speak to your specific insurance company directly. |
| Billing and Fees | It is up to you to understand how your insurance works including deductibles and co-insurance. Co-pays are expected at the time of visit. A current insurance card is required at every visit. |
| Appointments | We offer scheduled physicals, consults, nurse visits and same-day sick appointments in all of our offices. We have walk-in hours Mon-Fri and Saturday appointments in our Millburn and Warren offices. Please call in advance when possible to make an appointment and tell the staff all of your concerns so that they can schedule you for the appropriate amount of time. Our well-visit calendar is open 2-3 months in advance. |
| Timeliness | Our practice makes every effort to run on-time with appointments. Therefore, we ask that you make every effort to be present at your scheduled appointment time and call us if you are running late. As we see any patient who requires medical care on the same day, we often have a full waiting room. If you cannot keep your appointment we ask that you call 24 hours in advance so that the spot can be given to another patient in need. We reserve the right to ask you to reschedule if you have missed your scheduled appointment time. |