

Welcome to my pediatric practice. You should feel this way every time you walk into the office. Your child's health, comfort, and convenience are foremost in the staff's minds. The information that follows is designed to answer many of the questions most parents have. The more you know about the policies of the office and methods of practice, the more we can be of service. If there are any questions, however, please do not hesitate to ask.

My role as your child's pediatrician is to help you care for your child and to answer any questions you might have concerning health and development. Health supervision visits are an important part of your child's health care and allow me to follow your child's growth and development, to answer your questions, deal with your concerns, and, hopefully, to prevent small things from becoming large problems. There are five health supervision visits scheduled in the first year of life, four in the second, and one a year from two until puberty.

PRACTICE HOURS AND APPOINTMENTS

The office is open from 8:30 A.M. to 5:00 P.M. Monday, Tuesday, Thursday, and Friday. On Wednesdays, I have administrative responsibilities at Children's Hospital at Strong. My office hours may vary according to my hospital responsibilities. One of the covering doctors is in his or her office from 8:30 A.M. to 12:00 Noon on Saturdays.

Of necessity, all patients are seen by appointment, except in an emergency, so

please call in advance to get the time of your visit. We will try to accommodate your schedule and work commitments as best we can. Appointment times will vary depending on the nature of the visit. Appointments may be made by calling during regular office hours. I will do my best to keep you waiting as little as possible, but occasionally an emergency or complicated problem can cause delays. You will be informed of any major delays whenever possible. I would appreciate your promptness in keeping your appointments, or the courtesy of a phone call if you will be late or if you will find it impossible to keep your appointment. A charge may be made for appointments repeatedly cancelled or broken without 24 hours advance notice. If your child is ill and you would like to schedule an appointment for the same day, please call as early as possible and state that your child is ill. All efforts will be made to see you as soon as possible. If I am not in the office, one of my associates, **Dr. Christian (442-5510)**, **Dr. Foye (271-0930)**, **Dr. Wirt (256-1910)**, or **Drs. Glowinsky, Radi or Supra of Pathway Pediatrics (256-2210)** will see you and your child.

TELEPHONE CALLS

If you have questions regarding your child's health please do not hesitate to call me to discuss them. Non-urgent calls and messages will be answered as quickly as possible without disrupting office visits. If you think your child's problem might require being seen that day, please let my staff know. Some calls concerning behaviors might not be returned until late in the day or early evening. When calling please have the following close at hand:

Pencil and paper
Child's temperature (if ill)
Pharmacy's telephone number

AFTER HOURS

If an urgent problem arises after regular office hours, you can reach me or the doctor on call through our answering service (453-2264). Your call will be answered as soon as possible. If it is an emergency, please say so, and the answering service will relay the message immediately. At night, we are using **Pediatric On-Call**, a community-wide pediatric telephone triage program. It is staffed by specially trained nurses who follow computerized protocols. If a decision needs to be made whether your child needs to be seen, you will speak to me or one of my associates. At any time, you may also request to speak to the doctor on call. You should not have to wait more than one hour for a return call (usually a lot less). If you do, please call again. There may have been a problem with the message or a wrong phone number. If it all possible, please do not use your phone after calling. If you have to leave home, please leave a number where you can be reached. If you ever have any problems reaching me, please let me know about them so I can take care of them.

EMERGENCIES

If there is a serious illness or emergency at any time, please call. Either I or one of my associates will talk to you or answer your call as soon as possible. If the problem is life threatening, take your child to the Strong

Memorial Hospital emergency room (or closest hospital if necessary), but call as soon as it is convenient. If you are not certain of the severity of a problem, it is always best to call first. If the problem can be handled in the office, I would rather see you there than in a emergency room.

FEES AND PAYMENTS

Every effort is being made to keep down the cost of your medical care. To help do this, payment at the time of service would be appreciated. For your convenience, VISA, MasterCard and the Discover Card are accepted. Please plan accordingly for scheduled visits. If a special situation prevents you from keeping your account current, special arrangements can be made with the office manager.

MEDICAL INSURANCE

Services covered by Aetna, Blue Choice, Blue Shield of Rochester or Western NY, MVPHealthcare, the Monroe Plan, Child Health Plus and Tri-Care can be billed directly by the office if proper policy numbers are provided. Please make sure children are added to your policy when they are born. If coverage cannot be established, we cannot bill these companies. If you are covered by a private insurance company, you can attach a copy of your receipt to a claim form and submit it to your carrier. In most cases the receipt you receive at the time of a visit will be sufficient. It is the subscriber's responsibility to submit claims to insurance companies. Please remember that insurance is considered a

method of reimbursing the subscriber for fees paid to a doctor and is not a substitute for payment.

Copayments are due at the time of the visit. If you are uncertain of the copayment, a \$25 fee will be collected until we can determine your usual fee.

THE RECEPTION AREA

For your child's health and the health of others, it would be appreciated if would not smoke or bring food into the office.

I look forward to helping you with your child's health care in the coming years. If I can ever be of any help in any way, please do not hesitate to call. Any suggestions you may have about the office or services are welcome. By listening to you we can continually make the necessary changes needed to provide you with the best possible care.



LEWIS PEDIATRICS

Edward D. Lewis, MD
Bess C. Lewis, PNP

Westfall Professional Park
880 Westfall Road - Suite E
Rochester, NY 14618-2611

Telephone (585) 442-1421
After Hours (585) 453-2264
Fax (585) 442-6882

elewis@lewispediatrics.com
<http://www.lewispediatrics.com>