

Welcome to Lewis Pediatrics. We are an NCQA recognized Patient Centered Medical Home providing comprehensive pediatric care to our patients to improve health outcomes. As your pediatric office, we will help you to coordinate your child's care across medical and community settings. We believe in evidence-based medicine and will work with you to provide education and self-management support.

SCOPE OF SERVICES

Services provided include routine health supervision visits, acute care visits, monitoring chronic conditions, school and behavioral health consultations, and telemedicine. We should be your first contact for all, but life-threatening emergency care.

APPOINTMENTS

When calling to schedule an appointment, please explain the reason for your visit. This allows us to schedule the appropriate time needed to address your healthcare needs.

Please bring your insurance cards with you so we can make a copy for billing purposes. Also, please bring a list of current medications and health problems.

24 hours notice is requested if you cannot keep or need to reschedule your appointment. A \$25 may be applied for missed appointments.

YOUR RESPONSIBILITIES

1. Be an active player in your child's health care. Tell me about your concerns and ask questions, especially if you are uncertain about something.
2. Help promote a healthy lifestyle in your home.
 - 7 – Eat breakfast 7 days a week
 - 5 – Eat 5 servings of fruits and vegetables daily
 - 2 – Limit non-homework screen time to 2 hours daily
 - 1 – Encourage 1 hour of physical activity daily
 - 0 – No sweetened drinks (includes juices)
3. Immunize your children.
4. Keep a record of your child's health care and screenings. You will receive an age appropriate health record at each routine visit. Please save them. There is a \$15 charge to replace them.
5. Please provide us with any changes in your child's health, care received outside of our office or your family's status.

MEDICAL INSURANCE

We participate in most health insurance plans. 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 uninsured, we will provide information to enroll in one of the local plans.*

Payment or copayment is due at the time of the visit. There is a \$5.00 service fee for payments not made at the time of service.

Please inform our staff of any changes in address, phone number or insurance coverage.



CONTACTING US

Our phones are answered by staff during regular business hours.

When the office is closed, you will reach a voice messaging system with information on where to reach a covering physician. After hours you can reach the doctor on call at (585) 453-2264.

You will receive a call back from our nurse triage service or “on-call” physician to discuss your concerns. If necessary, they will make arrangements for your child to be seen.

If you are experiencing a life-threatening emergency

CALL 9-1-1

Or go directly to a hospital emergency department

If we are not in the office, one of our associates, **Dr. Wirt (256-1910)**, or **Legacy Pediatrics - Dr. Casey and PA Shand (568-8330)** will see you and your child.

Text Messaging/Klara

If you have a **non-urgent** problem or question that does not require an immediate response, you can reach me directly by **text message** to (585) 442-1421 between the hours of 9am-10pm daily. This platform is HIPAA compliant and secure.

WEBSITE/PATIENT PORTAL

www.lewispediatrics.com our homepage has a wealth of information for you. Minor injury and illness management, medication dosages, American Academy of Pediatrics parenting publications for download and links to helpful websites are available.

You will also find links to our patient portal and CHADIS, a website that we use for developmental screening.

We encourage you to participate in the patient portal which provides access to your child’s health information and enhances our communication with you.



LEWIS PEDIATRICS

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Voice/Text (585) 442-1421
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After Hours (585) 453-2264

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Office Hours

Mon, Tues, Thurs, Friday
8:30 am – 5:00 pm
Wed – 8:30 am – 3:00 pm
Sat – Covering Doctor
8:30 am – 12 noon