



# THE PEDIATRIC CENTER

1447 Medical Park Blvd, #402

Wellington, FL 333414

(561) 790-2600

[www.thepedcntr.com](http://www.thepedcntr.com)

## **Welcome To Our Practice!**

*The Pediatric Center, The Patient Centered Medical Home, and You*

### **What is a Patient Centered Medical Home?**

**THE PEDIATRIC CENTER Medical Home is all about YOU.** Caring about you is the most important job of your Patient Centered Medical Home. Our purpose is to lead a team of health care professionals who take responsibility for your care and support your health goals. You will choose a personal provider and our extended team of health professionals will provide you the comprehensive care needed to heal your body, mind, and spirit. They will know you, your family situation, your medical history, and health issues. In turn, you will trust and rely on them for expert, evidence-based health care answers that are suited entirely to you or to your family.

### **How will a Medical Home lead to better care? There are many benefits to being in a Medical Home:**

- Comprehensive care to help you address any health issue at any given stage of your life.
- Coordination of your care across multiple care settings, including specialists, behavioral care, emergency and urgent care, hospitalization, rehabilitative care, and any other type of health care you may need.
- Accessible health care 24/7, which allows you to initiate the interaction you need for any health issue with a physician or other team member through your desired method (office visit, phone call, or electronically). We provide same day appointments, telemedicine, extended office hours, and on-call services for after hours care. For 24/7 access to health care, call us 561-790-2600.
- With your permission, we will provide guidance and support transferring medical records from one care setting to another. We will maintain your complete medical history and share the information with others whom are caring for you.
- Provide you with evidence-based care, education, and self-management tools. Please visit [www.thepedcntr.com](http://www.thepedcntr.com) for more information. Your care team keeps up to date with the latest medical research and clinical practice guidelines and will work with you to personalize your care to fit your preferences and your goals.
- We provide whole-person care, which includes behavioral health. We assess our patients utilizing the standardized screening for depression. Our providers offer one on one counseling; or, if additional care is needed, we will refer you to local resources.
- Equal access to health care is provided to all patients who have been accepted into the practice regardless of your insurance status. If you do not have insurance, we provide resources to obtain insurance.
- We provide you with instructions and forms to give us permission to transfer your medical records to The Pediatric Center. We will contact any providers/facilities/care resources which are currently providing your health care. Please see our front desk staff or your MA who will direct you to our Medical Records/Referral Department.
- Utilization of community resources which will benefit your health.
- Combination of services, including labs, tests and referrals, are connected and ordered in a rational way.

- *Accurate, effective and timely communication from any member of your health care team.*
- *Proactive care ensures you and your provider will build a care plan to address your health care goals to keep you well, plus be available for you when you get sick.*
  - *Many members of our Care Team are bilingual (Spanish/English). If you speak a different language and need interpretive services, please let our Front Desk know, so arrangements for an interpreter can be made.*

***Who is my Medical Home Care Team?***

*Your team includes your preferred provider and medical assistant and any other health care professionals you may need. We work together to help you get healthy, stay healthy, and get the care and services that are right for you.*

***Our Providers Are:***

***Stacey Clark, MD | Monica Florez, MD | Jessica Jones, APRN | Ali Khosravani, MD  
Gabrielle Mayers, MD | Mia McGregor, MD | Brian Pilato, DO | Susan Shamaskin, DO***

***What does THE PEDIATRIC CENTER Medical Home Team do for me?***

- *We provide you with the care you need when you need it and customize your care needs and expectations.*
- *We help you set appropriate health goals and work with you to meet them.*
- *We help you understand what you need to do to successfully meet your goals and answer your questions.*
- *We help you understand all your options for care, so you can decide what care is best for you.*
- *We provide you with information to help you when choosing your preferred treatment plan and self-management tools to monitor your health at home.*
- *We treat you with the respect you deserve as a full partner in your health care.*

***What type of services does THE PEDIATRIC CENTER Medical Home provide for me?***

*We provide comprehensive, compassionate and continuous care for the pediatric population.*

- *Same day urgent and routine appointments and extended hours*
- *24/7 access to health care - during office hours and after hours*
- *Preventative care and annual well exams (health risk assessments)*
- *Chronic disease management, such as diabetes, obesity, asthma and more.*
- *Acute care for illness and injuries*
- *Behavioral health care*
- *Vaccinations and immunizations*
- *School and sports physicals*
- *Age appropriate testing*
- *Diagnostic tests (labs and other diagnostic tests)*
- *Online electronic access to your medical records, test results, appointment requests, and 24/7 access for your non-emergent health care questions (please allow 72 hours for a reply)*
- *Referrals to vetted specialists and mental health providers*
- *Management of multi-specialty care plans, including mental health*

***Will THE PEDIATRIC CENTER Medical Home help me take care of myself?***

- *We help you develop clear goals for your care and help you meet these goals one step at a time.*
- *We encourage you to receive recommended preventative screenings and services.*

- We recommend tools and education materials to improve your condition and manage your health.
- We give you information about community classes, support groups, or other types of services to help you learn more about your condition and stay healthy.
- We provide you with information about community resources to help your management of your health and well being.
- We provide you with resources and, if needed, referrals to behavioral health specialists to help you make and sustain healthy changes to lifestyle or to address mental health conditions for you and other family members.

**How does THE PEDIATRIC CENTER Medical Home help if I need to see specialists or go to a hospital?**

We will coordinate your care with all your other health care providers. We will recommend quality specialists and will work with them and the hospital to continuously plan and manage your care.

- With your consent, we will share your medical information with your specialists and any emergency departments or hospitals and obtain your medical records from them.
- We will follow up to obtain medical records from other medical facilities where you have received care.
- We will follow up with you and your family to make sure you get the care you need and that you understand your plan of care.
- Referrals: Please allow us 72 hours to process any requests
- Self-Referrals: Please notify us if you see another provider without a referral from this office. We will obtain your records from other care givers.

**Can THE PEDIATRIC CENTER help me when I have an emergency or am hospitalized?**

If you have a medical emergency, please dial 9-1-1

- If you go to the hospital or emergency department, be sure to let them know THE PEDIATRIC CENTER provides your primary care.
  - Please have them call our office to obtain your current medical records. They are available 24/7
  - Your records are also available on your phone by logging into your patient portal; you can share your labs, medications, and medical record.
- Post-hospitalization is a critical time in a patient's care, and it is imperative your provider reviews your treatment plan and any medications you may have been prescribed.
  - Please call the office and schedule a follow-up appointment within 3 days of leaving the hospital and be sure to bring any documents the hospital gives you at the time of discharge.

**What are some ways THE PEDIATRIC CENTER Medical Home can help me with non-emergent medical needs?**

- Call THE PEDIATRIC CENTER, a member of the medical team is available 24/7.
- We have same-day appointments, telemedicine, and extended hours available.
- Utilize the patient portal to electronically ask non-emergent medical questions, make an appointment, obtain copies of labs or clinical summaries. Please allow up to 72 hours for a response to your emailed questions.
- Visit The Pediatric Center website to obtain forms for transferring medical records.

**What can I do to help THE PEDIATRIC CENTER Medical Home care team take better care of me? We encourage you to actively participate in your care.**

- You are a full partner in your own health care.
- Learn about your condition and what you can do to stay as health as possible.
- Follow the care plan you and your medical team have agreed is important for your health.

- Communicate with your Medical Home care team.
- Tell us all about your health, medical history, and the health history of your family.
- At each appointment, bring a list of questions, your current medications, vitamins or remedies you use.
- Always ask your medical team to explain your medical needs in a way the information is easily understood.
- Always tell your medical team of any care received by another provider/hospital/emergency department. It is important we obtain your medical records, so you receive the best care possible.
- Be open about your experience in getting care, so we can keep making your care better.

**How do I transfer my records to THE PEDIATRIC CENTER?**

See our Referral/Medical Records department or ask a staff member. You will need to sign a consent form for us to obtain your medical records from other providers/hospitals/emergency departments. With your permission, we will obtain your medical records.

**Transferring Medical Records to the Practice:** Our Medical Records/Referral Department will help you with transferring records. Let your Provider, Medical Team or the Front Desk know you would like to transfer records, and they will get you in touch with our Medical Records Team.

**Transition of Care forms** can be found on the practice website <http://www.thepedcntr.com/>. Print and fill out the form named “Request to release Medical Record to TPC” and give to our front desk staff at your next appointment. We will order your records.

**Can I be seen by THE PEDIATRIC CENTER Medical Home if I don't have health insurance?**

- We accept many insurance plans and private pay patients. Call us to discuss your situation.
- Once you are a patient of The Pediatric Center, we offer equal access to healthcare regardless of your source of payment.
- Depending on your financial situation, you may be eligible for government subsidies to buy private health insurance, or you may be eligible to enroll in Medicaid. Eligibility and enrollment information is located at Access Florida.  
Visit the website <https://dcf-access.dcf.state.fl.us/access/index>.
- For more information and useful tools to check your eligibility, visit [www.healthcare.gov](http://www.healthcare.gov) or call the Health Care Advocate at 211. Our front desk can supply you with contact information.

**THE PEDIATRIC CENTER provides you 24/7 access to care!**

- Need an appointment? Please call the office at 561-790-2600 to make an appointment or request an appointment utilizing your patient portal.
- Regular Office Hours: Monday - Friday 9am to 5pm
- Same Day Urgent, Telemedicine, and Same Day Routine Appointments are available.
- Extended Hours: Saturday 8:30am to Noon - Same Day appointments are available.
- After Hours: call 561-790-2600 to be connected to the on-call provider.
- Patient Portal: Access your medical records and labs, request an appointment, or send a non-urgent electronic message (allow 72 hours for response).