



## **ANDORRA PEDIATRICS**

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

## **New Patient Practice Introduction**

**Thank you for choosing Andorra Pediatrics as your Patient Centered Medical Home for your family.** It is our sincere hope that you are always treated in a courteous and professional manner by our staff and that we provide the care you expect to your complete satisfaction.

We have 2 full-time Board-Certified Pediatricians: Dr. Bob and Dr. Dan. We are affiliated with Abington Memorial Hospital, St. Christopher's Hospital for Children and Children's Hospital of Philadelphia.

Families can choose which Provider they would like to be their child's primary care provider. We encourage using one provider for well checkups for better continuity of care. If your child needs to be seen for a sick visit at the request of either the parent or provider, one of the providers will always be able to see your child on that day.

We participate with most insurance companies. Please remember to check your child's insurance card to be sure "**Andorra Pediatrics**" or your **Pediatrician's name** is listed as the primary care physician.

If we have not already received your child's previous medical records, we will provide you with a "Record Request Form" for you to fill out to send to your child's previous medical doctor. The information we request includes last well visit, growth chart, immunization record, problem list, medicine allergy, hospitalizations and surgical history.

Certain insurance companies require patients to use specific outpatient services. These include lab work, X-rays, Mental Health and Physical therapy.

1. **X-rays:** Chestnut Hill Hospital
2. **Lab work:** LabCorp or Quest depending on your insurance.
3. **Physical Therapy:** NovaCare Physical Therapy depending on the age of the child and the problem. We can provide other names of Physical Therapy Groups.
4. **Mental Health:** No referrals are needed. We can also give you a list of mental health providers we recommend. In most cases, there will be a number on the back of your insurance card that you can call to get a list of participating mental health providers.

**Please check with our office before having any services done.** We can help you verify that the specialist your child is to see, or the service being done is covered by your insurance so you will not be billed separately.

This also allows us to provide any necessary Lab or X-ray information that the specialist may need.

Please visit our web site at: [www.andorrapediatrics.com](http://www.andorrapediatrics.com) . You will find important information about our office including the following:

1. Appointments & Office Hours, Insurance & Billing, Specialist Referrals, Hospital Affiliations, Telephone Calls, Directions to Office, Emergency Department vs Urgent Care Facilities
2. A "3D Tour" that will allow you to see the layout of our office.
3. An area where you can view education handouts (printable) that cover many topics in pediatrics.
4. Rash Photo Library
5. An area called "Links" that will direct you to many helpful pediatric information sites.
6. A category called "Multimedia" where your child can take an online quiz.
7. Pictures of "our family" with their job descriptions.
8. Comment Board for your comments about our practice

We will need certain information about all family members so we can enter your family history into our computer system. **Forms** are available on our web site that can be downloaded and filled out prior to coming to the office.

We have an active **Portal** system that allows you to view medical information about your child. We will give you a registration number when you come to the office that allows you to access this medical information.

**We have a 24/7 live answering service for all after hour calls.** We encourage you to call us before going to an Emergency Department or Urgent Care Center. In most cases we can handle problems over the phone until your child can be seen in the office. This will save you hours of waiting in an Emergency Department or Urgent Care Center. In the event we feel your child needs to be seen in an Emergency Department, we will call the Emergency Department to provide any necessary information about why your child is being referred.

Please do not hesitate to contact our office at 215-483-8558 if you have any questions about your insurance or referrals. Please ask for Kim Fleming, our Office Manager or Jann McMaster, our Office Administrator.

We look forward to caring for "your family."

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