

**We provide complete pediatric medical care for infants, children, adolescents and young adults.**

**Services Include:**

- Same day sick and urgent appointments
- Vaccines according to AAP Recommendations
- Walk-in hours Monday through Saturday
- Well visits / physicals / sport physicals
- Acute and long term asthma management
- ADD / ADHD consultation and treatment
- On call services (24 hour provider availability by phone)
- Nurse Line
- Well newborn hospital coverage
- Spanish speaking staff
- Lactation Support
- Flu Clinics

**Insurance Fees and Payments**

- It is your responsibility to know your health insurance benefits.
- Payment for our services is due at the time service is provided. We accept cash, checks, or credit cards.
- Additional fees will apply to services provided outside of our regular patient hours, including, but not limited to, office visits and telephone calls.
- There is a fee to copy medical records.
- Your insurance requires us to collect **ALL** fees at the time of service.

If we participate with your health insurance, we will submit a claim directly to your plan.

Please remember newborns must be enrolled with your health insurance within 30 days of their birth. Failure to do so will result in your child not being covered and you will be responsible for **ALL** charges.

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**We are your  
Family Centered Pediatric  
Medical Home**

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**Visit our website at:  
[www.pacpediatrics.com](http://www.pacpediatrics.com)**

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**Contact us directly to sign-up for  
our "NEW PATIENT PORTAL"**

## What Is a Family-Centered Medical Home?

The **Medical Home**... is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (AAP policy statement, 2002, reaffirmed 2008).

This means our practice, as your **Medical Home**, is a central resource for all of your child's care needs. In a Medical Home, your doctor, nurse or physician's assistant and their staff who see your child for routine check-ups makes you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your child's care.

As your Medical Home we will also help you find needed information and resources, such as information about:

- Pediatric specialists
- Health conditions/latest treatments
- Home care, equipment, and vendors
- Supports and respite services for your family
- Other key local services

## As Your Medical Home We Will:

- Take care of your child when he or she is sick and well and help you all to stay well
- Help you plan your child's care and/or set goals for care, now and in the future
- Talk with you about any testing or treatment that your child needs
- Work with you and other providers to coordinate care
- Give you access to your child's medical record through our patient portal

### You Can Make Care Better and Appointments Go Well if You:

- Come prepared to share how your child is doing (at play, at school, sleep, etc.)
- Write down and bring your questions and Concerns
- Arrive 10 minutes before your scheduled appointment
- Bring **ALL** current insurance information to each visit
- Share with us any visits your child has had with any other health care providers such as Specialists, Walk-In clinics, Emergency Room, School Wellness Centers, etc.

## Our Regular Patient Hours Are:

**MONDAY - FRIDAY**  
**8:30 AM - 5:00 PM**

**Walk-In Hours:**  
**Monday - Friday**  
**8:30 AM - 10:00 AM**

For your convenience, the office is open extended hours. Additional charge applies for these services.

**Monday - Wednesday from**  
**5:00 - 7:00 pm**

And

**Saturday walk in from**  
**8:30 am - 10:00 am**

**Please do not go to the Emergency Room unless you must call 911 for a life-threatening emergency!** We have a provider on-call daily for emergencies and urgent medical problems which you feel can not wait until the next business day.

**AFTER HOURS CALL**  
**(302) 684-0561**

**NURSE LINE**  
**(302) 684-0561 ext. 211**

The nurse line is available Monday thru Friday, 8:00 a.m. to 4:00 p.m. for advice, prescription re-fills, lab and test results.

**REFERRAL LINE**  
**(302) 684-0561 ext. 213**

*Please allow 3 business days for all referral requests.*