

Lansing Pediatric Associates

It is our mission to improve the health of our patients by providing quality, compassionate care to everyone.

We are establishing planned visits for patients and will provide the proper tools and information to improve your quality of health.

In doing so, we would like to introduce you to what we call a:

Patient Centered Medical Home (PCMH)

- A medical home is not a building.
- A medical home is a “home base” for your child’s health care needs.
- A medical home includes the way care is given, the people who give the care and the place where this happens.
- A medical home is a trusting partnership between the doctor-led health care team and an informed patient.

Having a Medical home means we trust you to:

- Tell us what you know about your child’s health and illnesses
- Tell us about your needs and concerns
- Take part in planning your child’s care
- Follow the care plan that is agreed upon- or let us know why you cannot so that we can try to help or change the plan
- Tell us what prescription and non-prescription medications your child is taking
- Let us know when you see other doctors and what medications they put your child on
- Ask other doctors to send us a report about your child’s care when you see them
- Learn about wellness and how to prevent diseases
- Learn about your insurance so you know what it covers
- Schedule your regular health maintenance visits- which includes multiple infant exams and yearly after two years of age
- Keep your appointments as scheduled or call and let us know when you cannot
- Pay your share of the visit fee when you are seen in the office
- Give us feedback so that we can improve our services

Test notification policy:

- We call all test results to patients and some results will display in the Patient Portal. Please call us if you haven’t heard from us a week after your test was done

We will continue to:

- Offer convenient appointments with a quality pediatric provider within our office
- Respect you as an individual – we will not make judgements based on race, religion, sex, age or disability
- Respect your privacy – your medical information will not be shared with anyone unless you give us permission or it is required by law
- Provide care given by a team of people led by your doctor
- Give care that meets your needs and fits with your goals and values
- Give care that is based on quality and safety
- Have a doctor on call 24 hours a day 7 days a week
- Take care of short illness, long term problems
- Give advice to help you stay healthy
- Tell you about your child's health and illnesses in a way you can understand

Over the next several months you may notice that:

- We ask you what your goal is, or what you want to do to improve your child's health
- We ask you to help us plan care and to let us know if you think you can follow the plan
- We give you a written copy of the care plan
- The care-team members are doing more and/or different parts of your care
- We remind you when preventive care visits are due so that you receive the best quality care

Convenient Office Hours:

Monday – Thursday: 8:00 am – 7:00 pm (appts start at 7:30 am)

Friday: 8:00 am – 6:00 pm (appts start at 7:30 am)

Saturday: 8:00 am – 12:00 pm

Thank you for choosing Lansing Pediatrics!

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