

# advocare | West Deptford Pediatrics

## Office Policies and Procedures

Thank you for selecting Advocare West Deptford Pediatrics as your child's medical home. We appreciate the confidence and trust that you have placed in us. Please review the following policies and procedures. You can also learn more about our practice at our website, [Advocarewdp.com](http://Advocarewdp.com). We hope you have a long and healthy relationship with Advocare West Deptford Pediatrics.

### Type of Practice:

Our Physicians and Nurse Practitioners are board certified specialists in the care of infants, children, and adolescents. We provide comprehensive well child and acute sick medical care to individuals from birth up to their 22nd birthday.

Anthony N. Mishik, MD

Carolyn E. Clear, DO

Angela G. Knestaut, DO

Louis P. Melchiorre, Jr MD

Brenda L. Allgood, APN

Elizabeth Hartman, APN

Erin A. Wright, MD

Deborah L. Hung, MD

Christine Sheehan, DO

Natalie Rios, APN

Jennifer L. Palma, APN

### Office Hours:

Our patients are seen by appointment only. Monday through Friday, appointments are available for routine well visits, chronic issues, follow-up, and sick appointments in one or more of our locations. We offer appointments seven days a week. Evening appointments are available Monday through Thursday, for your convenience. On weekends and holidays, our offices are not open for regular office hours. On Saturday and Sunday and holidays, office hours are available in the morning in the West Deptford Office for acutely sick patients; please call between 8:00 AM and 11:00 AM if you feel your child needs an appointment. If you believe your child is sick and needs to be seen on a holiday morning, please call between 8:00AM and 11:00 AM to contact our on-call provider. You can discuss your concerns and if an appointment is warranted arrangements will be made to be seen at the office on the holiday morning. For urgent issues after office hours, we are available via our answering system. Please follow the prompts to reach us. As our office hours may change from time to time, please call our office to confirm.

Please remember that our providers know your child's medical history and you know our providers, who are concerned about your child's well-being. Call our office first rather than using the Emergency Room and Urgent Care Centers for non-life-threatening issues. Many conditions can be treated in our office.

### Appointment Information:

Appointments are available each day to see patients who are acutely ill. If your child is having a problem, please call as early in the day as possible, so that we can schedule your child for the next available appointment time. Arrangements will be made to see your child that same day, or, if necessary, our triage nursing staff or one of the providers will telephone instructions to you. At the time of your visit, please remember to ask the provider for a school note, if needed. To better serve our patients during their visit, we

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ask that you silence your cell phone and refrain from use.

If you need an appointment for ongoing or chronic problems and well checkups, please call as far in advance as possible so that we may schedule your child's appointment at a time that is convenient for you. Our schedule is generally available three months in advance. Some types of appointments may take several weeks to schedule, particularly for evenings, so we encourage you to call well in advance.

**Well Visit Scheduling Options:** While you can still call any of our three offices to schedule an appointment with one of our staff members, you also have the option to access the Healow Open Access online scheduling feature by clicking the "Book Your Appointment Online" icon/widget found on our Care Center's website. When scheduling on-line for patients over 3 years old, make sure it has been at least 365 days since the last annual well visit. Most insurance companies will only cover one well visit per year for 3 years old and older. Check with your insurance company for their well visit policies. If you are a new patient that schedules a well visit online, our staff will contact you for further registration information. You can also send a message in your portal account for our staff to call you to schedule an appointment.

If you have a special appointment need or problem, please discuss it with one of our staff members, managers, or providers. In most cases where a specific time or day is needed, we will work with the provider's schedule and you to come up with the best solution for all involved.

All patients under 18 years old must be accompanied by an adult for all visits. It is recommended that a parent or legal guardian accompanies your child to their visits. If this is not possible, please complete the Advocare form, "Authorization to Bring a Minor", which can be found on our website showing who will be allowed to bring your child. When completing this form, check the services they can give consent. These services include examination, treatment, and administration of vaccines. This authorization shall be valid for each visit that the person(s) shown brings your child(ren) to our care center unless you provide an end date or written notice revoking authorization. Please sign and initial the form where needed or it is not valid and cannot be used. Provide this person with a list of concerns you want discussed/reviewed in your absence and/or if there are any immunizations or services you do not want provided to your child.

If your child is new to our care center, after registering, please have the patient's medical records transferred to us as soon as possible. It is especially important for the provider to review the prior records, including immunizations, before a well checkup so they know your child's medical history and can address any issues.

#### **Parents and Siblings:**

We encourage both parents to come for their child's appointments whenever possible, especially for checkups. However, the activity of siblings can be distracting for both parent and provider. It is usually difficult for parents to remember to ask their questions about even one child at an appointment; with two or more children in the room, much essential information can be missed. Therefore, it is best not to schedule more than one child in the family for the same day, except for illness or other unusual circumstances.

#### **Patient Registration and Appointment Check In:**

To keep correct demographic information for each patient, all new patients and newborns will be asked to complete a registration form. After the first form, all existing patients will be asked to complete a new form once a year or at any time changes occur. Make sure you provide an email address to become web enabled for the patient portal. If there are any court/custody documents related to your child, please provide a copy

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of them to keep on file as soon as possible.

Advocare is now using software called FormDr that will allow our care center and patients to securely send and receive the necessary forms. These forms will be sent prior to the pre-scheduled visit via email address and/or text message and can be completed on a cell phone, tablet, or computer. All registration forms can be found on our website if you prefer to print and complete them ahead of your visit. If we do not have an up-to-date form in our records, you will be asked to complete one before the patient is seen. In addition to the Registration Form, you must also complete an Annual Consent and Acknowledgement Form yearly prior to your child's visit

Please make sure you bring all valid insurance cards, photo identification, your co-payment and payment for any existing balances, if applicable, to every visit. Providing our care center with a valid insurance card at every visit will ensure that claims are sent to your insurance company accurately.

Our care center also uses the Healow Remote Check-In. This allows patients to verify basic demographic and medical information prior to their appointment. Patients can review the information in their current medical record and make updates and/or add notes. Patients will be prompted to start the Remote Check-In process via the SMS appointment reminder. An electronic insurance verification must be completed by our staff 1-2 days before the visit. If any problems arise, our staff will contact you. If the insurance does not meet eligibility requirements, you may need to reschedule the appointment until it is resolved.

While we realize that completing this registration process can be time consuming, it is important that we have correct information for each patient to ensure medical information is not shared inappropriately with an unauthorized individual. This is especially important for patients aged 12-18.

To provide prompt care and minimize waiting time for all our patients, please arrive on time for your appointment. Existing patients should arrive 10 minutes prior to the appointment. For new patients, please arrive at least 15 minutes earlier to complete any forms required before seeing your scheduled provider.

If you arrive late for your appointment, we will make every effort to accommodate you but if you arrive too far from your scheduled appointment time you may need to reschedule. You may be given the choice to see another provider, be scheduled during or at the end of the current session, or you may need to be rescheduled to a different day.

The providers' schedule may be delayed by a patient who has an emergency or a visit that is more complicated than expected. If this is the case, your appointment may be delayed at the last minute. We apologize for this occasional inconvenience. Please understand that we would take the same care for your child, if needed.

**Missed Appointments/No Show Policy:**

If you must cancel or reschedule an appointment, please give as much notice as possible, at least 24 hours prior to the scheduled appointment, so other patients may use the time. For appointments made on the same day, contact us to cancel at least one hour before the visit. If you do not arrive and/or cancel your scheduled appointment, it is considered a "No Show". After consecutive No Show appointments, you will be

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notified of the importance of keeping your next scheduled visit. There will be a charge for missed appointments that are not canceled in advance. In consideration of our patients, if you continue to miss appointments without canceling or rescheduling, you will be asked to transfer from the practice.

### **Well Visits:**

Routine health maintenance visits, immunizations and screening tests are scheduled according to the recommendations of the American Academy of Pediatrics. Well visits are in addition to any sick or follow-up visits. It is difficult to focus on critical issues and problems during an illness. At these visits, your provider will review nutrition, safety in the home and at school, track your child's growth and development and discuss your child's milestones, social behaviors, and learning. Well visits are important to make sure they receive the recommended immunizations to prevent illness. An annual visit is also a requirement if your child is entering a new school or playing sports. If your child plays sports in school, their yearly health maintenance visit can be used as a sports physical to complete required forms.

Bring a list of topics you want to talk about such as development, behavior, sleep, or eating. Some children, especially those with a chronic problem or illness, will require more frequent visits and/or added tests. Before leaving the office, ask us to re-explain or clarify ourselves if our answers are unclear.

All checkups include an assessment of your child's physical growth and of his or her physical, intellectual, and social development. Some of these screenings may have added charges associated with them. Please check with your insurance company for your policy coverage.

### **Vaccinations/Immunizations:**

Our providers, along with the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention (CDC), strongly recommend routine immunizations for all children and adolescents. Vaccines are generally considered a safe and effective way to protect children from serious diseases and to prevent outbreaks and public health emergencies. Our Providers also feel it is important to follow the recommended vaccination schedule to ensure your children are protected when they are most vulnerable. Please be sure to discuss with our providers any concerns or hesitations that you may have.

<b>Schedule of Recommended Health Maintenance/Well Visits</b>	
<b>Well Visit Age</b>	<b>Vaccines and Immunizations/Screenings</b>
<b>1-2 weeks</b>	Newborn Well Visit, Hepatitis B #1 (if 1 <sup>st</sup> dose not given in the hospital)
<b>1 month (32 days)</b>	Hepatitis B #1 (if 1 <sup>st</sup> dose not given in the hospital)
<b>2 months</b>	Vaxelis vaccine (combined vaccine: DTaP #1, Polio #1, HIB #1, Hepatitis B #2); Pprevnar 20 vaccine (Pneumococcal #1); RotaTeq vaccine (Rotavirus)
<b>4 months</b>	Vaxelis vaccine (combined vaccine: DTaP #2, Polio #2, HIB #2, Hepatitis B #3); Pprevnar 20 vaccine (Pneumococcal #2); RotaTeq vaccine (Rotavirus)
<b>6 months</b>	Vaxelis vaccine (combined vaccine: DTaP #3, Polio #3, HIB #3, Hepatitis B #4); Pprevnar 20 vaccine (Pneumococcal #3); RotaTeq vaccine (Rotavirus)
<b>9 months</b>	Catch Up vaccines
<b>12 months</b>	Proquad Vaccine (combined vaccine: MMR #1, Varicella #1); Pprevnar 20 vaccine (Pneumococcal #4); Vision Screening; *Hemoglobin screening; Lead toxicity screening

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<b>15 months</b>	Pentacel (combined vaccine: DTaP #4, HIB #4, Polio #4); Vaqta vaccine (Hepatitis A #1); Vision Screening; catch up screenings
<b>18 months</b>	Catch Up vaccines; Vision Screening
<b>24 months</b>	Vaqta vaccine (Hepatitis A #2; needs to be at least 6 months from 1st dose); Vision Screening; Lead toxicity screening
<b>30 &amp; 36 months</b>	Catch Up vaccines/screenings; Vision Screening
<b>4 years</b>	Quadracel vaccine (combined DTaP #5, Polio #5); Proquad Vaccine (combined vaccine: MMR #2, Varicella #2); Vision Screening; Hearing Screening
<b>5-8 years (Annually)</b>	Catch Up vaccines; Vision Screening; Hearing Screening
<b>9 years</b>	Gardasil 9** vaccine (HPV-Human Papilloma Virus) - 1st dose recommended, dose #2 is 6 mos. from dose #1; Vision Screening; Hearing Screening
<b>10 years</b>	Gardasil 9** vaccine (HPV-Human Papilloma Virus) either dose #1 or #2 (dose #2 is 6 months from dose #1); Vision Screening; Hearing Screening
<b>11 years</b>	Adacel vaccine (Tdap); Menquadfi vaccine (Meningitis A,C,Y,W #1), Catch Up vaccines; Vision Screening; Hearing Screening
<b>13-15 yrs (Annually)</b>	Catch Up vaccines; Vision Screening; Hearing Screening
<b>16 years</b>	Menquadfi vaccine (Meningitis A,C,Y,W #2); Trumenba vaccine (Meningitis B #1; dose #2 is 6 months from dose #1); Catch Up vaccines; Vision Screening; Hearing Screening
<b>17-21 yrs (Annually)</b>	Catch Up vaccines; Vision Screening; Hearing Screening; Tdap-if 10+ yrs. since last shot
<b>*Hemoglobin</b>	Blood test to screen for Anemia
<b>**Gardasil 9</b>	If started after 15 yrs, 3-dose schedule: 2nd - 2 mos. after 1st, 3rd - 6 mos after 1st
<b>DTap</b>	Diphtheria, Tetanus (lockjaw), Acellular Pertussis (whooping cough)
<b>HIB</b>	Haemophilus Influenza type B conjugate vaccine
<b>MMR</b>	Measles, Mumps, Rubella (German measles) immunization
<b>Polio</b>	Poliomyelitis vaccine, Inactivated (IPV)
<b>Tdap</b>	Tetanus (lockjaw), Diphtheria, Acellular Pertussis (whooping cough) (Given at 11 yrs)
<b>Offered Seasonal Vaccines and Immunizations</b>	<b>Influenza &amp; Covid Vaccines:</b> Patients over 6 months old// <b>Respiratory Syncytial Virus (RSV) immunization:</b> Offered to Newborns & babies up to 8 mos. born during or entering 1st RSV season; Children up to 24 mos. who remain at risk of severe RSV disease through their 2nd RSV season.

**CHADIS (Child Health & Development Interactive System):** The American Academy of Pediatrics and many medical organizations recommend using pre-visit screening tools like CHADIS to aid with early identification of health, developmental and behavioral issues. CHADIS helps you communicate securely with your provider over the Internet before your office visit. CHADIS is to be completed before EVERY well-child visit and ADHD/Developmental/Behavioral follow-up visit by the parent, legal guardian, adolescent patient and/or teacher. Please visit our web site to view the Parent Instructions and for the link to [www.CHADIS.com](http://www.CHADIS.com)

### **Night/Weekend Problems and Emergencies:**

Our Advocare Access Nurse Triage service is available after office hours to help you with problems that cannot wait until regular office hours. The Advocare Access nurses have been trained to give advice on most routine medical concerns. These nurses can contact our on-call provider for urgent or emergency problems,

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if needed. Please be aware that after-hours calls are intended for urgent medical issues that cannot wait until the next business day. One of our providers is available, 24 hours/day, 365 days/year, to help with problems that cannot wait. When the office is closed, an answering system monitors the telephone. You will be directed, by an automated message, to how you can contact our office after hours. If you do not receive a **return call within 20 minutes** of your first call, please call again (sometimes the electronic signal system has faults and does not go through). If you have a true emergency, take your child to a local Emergency Room or call "911". At the hospital, identify your child as our patient, ask the hospital staff to let us know or call us yourself. Ask that a report of your child's visit be sent to our providers to review.

### **Patient Portal/Secure Messaging:**

Advocate West Deptford Pediatrics offers a way to manage your child(ren's) health care anytime, anywhere. You can access our patient portal via our website or at: <https://health.healow.com/advocate>. By using our portal, you can contact us for some of the services you use most. You can pay bills, request referrals, view some records & test results, request appointments, update your information, manage your insurance details, and we look forward to adding more health services in the future. Please see our website or ask a staff member for further information on opening an account. Our portal also allows for secure messaging between you and our office for non-urgent questions or messages.

### **Telephone Calls:**

Always call our office at 856-879-2887, 856-467-6660 or 856-270-5320. These are the only phone lines monitored by our answering system for after hours and emergencies – do not use the Caller I.D. feature to return a call to the office. If you have non-emergency questions about your child's health care, please call during regular office hours. Interim advice about many minor problems will be given by our in-house triage nursing staff, who may also relay your provider's advice to you. Our triage nursing staff has been educated and trained by our providers to help you with medical advice; however, all phone messages and advice given are reviewed by one of the providers. You may always request to speak personally with a provider. If your problem does require that you speak with the provider, and if not available for phone calls at that time, your call will be returned as soon as possible, or another provider will return the call. For all calls, have a pencil and paper ready to write down the instructions given, and have the name and telephone number of your pharmacy at hand, in case a prescription is called for. Please do not expect in-depth consultations about your child to be done by telephone. We need to evaluate children in person for most problems. Finally, if you are expecting a call from our office or one of our providers, please keep your phone line free and add our office phone numbers to your contacts so that our office staff and providers can reach you as soon as possible. Please be aware that you may receive a return call from alternative phone numbers other than listed office numbers.

### **Prescription Medications:**

We believe that it is medically inappropriate and even dangerous to prescribe medication without examining your child. Our physicians and nurse practitioners rarely make exceptions to this policy. Please do not ask us to prescribe over the telephone without seeing your child for an office visit.

### **Hospitals:**

If your child must be seen after office hours, the provider on call may ask you to go to a local hospital emergency room, especially if any blood tests or x-rays might be needed. Critically ill patients and children with unusual or specialized problems may be referred to specialists at Children's Hospital of Philadelphia, St.

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Christopher's Hospital for Children, Cooper Medical Center, Nemours Children's Hospital, Delaware, or other specialized pediatric facilities.

**Students and Residents:**

Our practice is associated with the University of Pennsylvania School of Nursing Nurse Practitioner Program and other area Nursing programs. Pediatric residents and nurse practitioner students train and work with us in the office and may take part in your child's care. With your permission, these student doctors and nurses will interview and examine your child prior to your child's visit with our providers. We appreciate your cooperation with these programs. Our providers will completely review the problem, examine your child, and decide on a treatment plan for your child. If you do not wish to have a student involved in your child's care, please tell us at once.

**Health Forms/Shot Records:**

We will be happy to complete any shot records and forms for school or camp if your child has been seen in our practice for a complete well checkup within the past year. Note that there is a fee for this service. If your child has not received a well checkup within 12 months/365 days, an appointment for a well visit will be needed. If any tests, specialist visits and other services were recommended, they may need to be completed prior to completion of your child's form.

Make sure that your child's name and birth date are written on each form/page and all patient and parental sections are completed. Let the staff know if any special tests or requirements are needed. As our providers cannot process the forms at the visit, it may take up to seven working days for these forms to be completed. This is especially true before the start of the school year and each sports season. We are happy to provide you with a record of your child's immunizations within three working days of your request. If a signature is not needed, you may be able to print a shot record from your portal account.

**Referrals:**

Most managed care insurance plans need referrals if you are seeking care from anyone other than your primary care provider. Please check with your insurance company to see if referrals are needed. Please call as far in advance as possible to request a referral. Referrals can take at least three to five days to process. Some insurance companies require pre-certification or pre-authorization, and most insurance companies take at least 24-48 hours to review and respond to this request.

**Fees/Insurance:**

We believe our fees to be fair compensation for the services we provide. After hours, Sunday, emergency visit fees, and more complex consultations incur higher fees; some brief, follow-up visits are less. All immunizations, injections, screenings, and tests are subject to added charges. We expect your co-pay/co-insurance and self-pay payments to be paid at the time of the visit. Please speak to the billing staff or the providers about any special financial problems that you may have or arrangements you need to make. We accept cash, checks, and credit cards.

It is important to add your newborn to your insurance plan as soon as possible after birth. Many insurance companies will only cover your newborn after the baby's first 30 days if/when you contact your insurance and/or employer directly to enroll the baby. If you miss the deadline to enroll your newborn it may be extremely difficult, if not impossible, to enroll your baby under your plan until your insurance plan's next

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annual enrollment period. If you do not add the baby to your policy before 30 days of life, your child will not be covered for routine or sick baby visits. If you are enrolled in a state program, promptly contact your case worker. For certain state plans, you need to add the baby within 1-2 days of life. Please check with your insurance company before your child's birth to know their requirements.

Final responsibility for all medical bills is still with the patient's family. It is your responsibility to know and understand your insurance coverage. We participate with most major insurance payors. An Advocare Participating Insurance Plan Guide is available on our website. Please contact your insurance company if you have any questions about our participation, questions about the details of your coverage, and potential out-of-pocket expenses. If your or your child(ren) is covered by multiple insurance plans, make sure that your insurance company(s) are aware so they can coordinate payment of your benefits. Remember to present your insurance card and co-pay at each visit. ALL HEALTH PAYORS PROHIBIT US FROM TREATING ANYONE WITHOUT PROPER INSURANCE IDENTIFICATION AT EACH VISIT, EXCEPT IN EMERGENCY CASES.

## **Meet Our Professional Staff**

### **Anthony N. Mishik, MD**

Dr. Anthony Mishik is certified by the American Board of Pediatrics and certified for pediatric advanced life support. Born and raised in Brooklyn and Staten Island, New York, "Dr. Tony" graduated cum laude from the Benjamin Franklin Scholars program at the University of Pennsylvania and received his medical degree from Georgetown University School of Medicine in Washington, DC. After completing his internship and residency in pediatrics at the Naval Hospital in Oakland, California, he served for four years at the Naval Health Clinic in Cherry Point, North Carolina, where he headed the Department of Pediatrics for three years. Dr. Mishik also served on the American Academy of Pediatrics (AAP) North Carolina Chapter Child Abuse and Neglect Committee and is a fellow of the American Academy of Pediatrics.

Dr. Mishik moved to South Jersey with his family to go into private practice and founded West Deptford Pediatrics in 1995. As an active member of the West Deptford community and the region's medical community, he has taken part in many New Jersey and regional professional organizations including the Executive Council of New Jersey Chapter of the AAP, the South Jersey Perinatal Cooperative, and Advocare, LLC. He has published articles about child abuse and has lectured on issues of child development and discipline. Dr. Mishik also works to promote better community understanding of various health care issues through his personal involvement with local area activities. Dr. Mishik is past Chairperson of the Department of Pediatrics at Inspira Medical Center in Woodbury, NJ and sits on the Executive Council of Advocare, LLC. He has been recognized as a "Top Doc" in multiple area magazines and surveys.

### **Carolyn E. Clear, DO**

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Dr. Carolyn Clear is certified by the American Board of Pediatrics and certified for pediatric advanced life support. After receiving a bachelor's degree in biology from LaSalle University, Dr. Clear earned both her master's degree in biomedical sciences and her Doctor of Osteopathy degree from the Philadelphia College of Osteopathic Medicine. She completed her pediatric residency at Thomas Jefferson University - A. I. duPont Hospital for Children and joined Advocare West Deptford Pediatrics in August 2004. Dr. Clear is a fellow of the American Academy of Pediatrics.

#### **Erin A. Wright, MD**

Dr. Erin Wright is certified by the American Board of Pediatrics and certified for pediatric advanced life support. She earned a Bachelor of Science degree in biology from Yale University and received her medical degree from Drexel University College of Medicine. After completing her residency at Thomas Jefferson University Hospital - A. I. duPont Hospital for Children, Dr. Wright served as an attending physician at Cooper University Hospital. She joined Advocare West Deptford Pediatrics in January 2010. Dr. Wright is a fellow of the American Academy of Pediatrics. Dr. Wright is the Department of Pediatrics Chairperson at Inspira Medical Center in Mullica Hill, NJ.

#### **Angela Gaudiano Knestaut, DO**

Dr. Angela Knestaut is certified by the American Board of Pediatrics and certified for pediatric advanced life support. A lifelong south Jersey resident, she was born and raised in nearby Hammonton. "Dr. Angela" earned a Bachelor of Science degree in Biology from St. Joseph's University in Philadelphia. She received her medical degree from the Philadelphia College of Osteopathic Medicine in 1992, followed by an internship at Kennedy Memorial Hospital. While completing her pediatric residency at Thomas Jefferson University – A.I. duPont Hospital for Children, Dr. Knestaut served as the program's Chief Resident 1996-1997, prior to joining Advocare West Deptford Pediatrics in June 1997. Dr. Knestaut has a special interest in child development and behavior. She is a fellow of the American Academy of Pediatrics.

#### **Deborah L. Hung, MD**

Dr. Deborah Hung is certified by the American Board of Pediatrics and certified for pediatric advanced life support. Born in New Jersey, "Dr. Debbie" was raised in West Virginia. She graduated cum laude from Duke University with a Bachelor of Science degree in Zoology and she received her medical degree from the University of Pittsburgh School of Medicine. After completing her pediatric residency at St. Christopher's Hospital for Children in Philadelphia, Dr. Hung joined Advocare West Deptford Pediatrics in August 1998. She has a special interest in dermatology. She is a fellow of the American Academy of Pediatrics.

#### **Brenda L. Allgood, RN, CPNP**

Practitioner Brenda Allgood received her nursing diploma from Our Lady of Lourdes School of Nursing in Camden, NJ. While pursuing her Bachelor of Science degree in nursing from Allegheny University of the Health Sciences, she helped in caring for routine pediatrics and critical care patients in both office and hospital settings, specializing in the care of pediatric burn patients. She received her master's degree from MCP Hahnemann University, where she studied to be a pediatric nurse practitioner. Upon graduation, she continued working as a nurse practitioner for the Plastic Surgery/Clinical Specialist SCU/BU/Trauma Unit at St. Christopher's Hospital for Children until September 2006, when she joined Advocare West Deptford Pediatrics. Practitioner Allgood is certified by the American Nurses Credentialing Center.

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**Natalie Rios, APN, RN, CPNP**

Practitioner Natalie Rios received her Bachelor of Science in Nursing degree from the State University at Stony Brook in New York and furthered her education by receiving her Master of Arts degree as a Pediatric Nurse Practitioner at New York University. She has extensive medical experience and knowledge, which includes caring for patients at The Children's Hospitals of Philadelphia and Hackensack University Medical Center in the Oncology Departments, teaching as a Clinical Instructor at Yale University, Dominican College and New York University and added experience at Brooklyn Hospital and several Primary Care practices. Practitioner Rios maintains her board certification through the Pediatric Nursing Certification Board (PNCB). She is fluent in English and Spanish.

**Elizabeth Hartman, APN, RN, CPNP**

Practitioner Elizabeth Hartman received her Bachelor of Science degree in Nursing from the University of Delaware, College of Health Sciences: School of Nursing. While earning her master's degree from Drexel University, College of Nursing & Health Professionals, she was mentored by the providers at Advocare West Deptford Pediatrics. After completing her BSN in Nursing in 2014, Practitioner Hartman was employed at The Children's Hospital of Philadelphia, where she specialized in caring for critically ill patients in the Neonatal/Infant Intensive Care Unit. Practitioner Hartman maintains her certification in Pediatric Primary Care through the Pediatric Nursing Certification Board (PNCB).

**Jennifer L. Palma, APN, RN, CPNP**

Practitioner Jennifer Palma received her associate in science degree while attending nursing school at Helene Fuld School of Nursing and went on to work at Virtua Hospital on the mother/baby Unit. Practitioner Palma worked on the mother/baby unit for 14 years and went on to obtain her Bachelors of Science of Nursing through Thomas Edison State College as well as her Master of Science degree as a Pediatric Nurse Practitioner at Walden University. She has extensive experience in caring for newborns and in caring for pediatric patients in an outpatient care setting. Practitioner Palma maintains her certification in Pediatric Primary Care through the Pediatric Nursing Certification Board (PNCB).

Please call us whenever you have questions or concerns about your children's healthcare.

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