HOLLAND PEDIATRIC ASSOCIATES, PLC

926 Washington Ave., Bldg. C • Holland, MI 49423 • www.hollandpediatrics.com • P: 616.393.0166 • F: 616.393.0167

WELCOME TO HOLLAND PEDIATRIC ASSOCIATES, PLC!

Holland Pediatric Associates, PLC is pleased that you have selected us to provide your pediatric medical care. Holland Pediatric Associates, PLC is a dedicated team of Pediatricians, Pediatric Nurse Practitioners, nurses and staff who work together to provide high quality medical care that is efficient and consistent, yet compassionate and responsive to the individual. **We care for children and young adults up to twenty-one years of age** and are committed to ongoing professional development and education at every level of our organization. The Pediatricians and Pediatric Nurse Practitioners at Holland Pediatric Associates, PLC, along with the AAP, recommend a well child physical once each year starting at age two. We encourage you to become informed and actively involved in all treatment decisions that affect you.

OFFICE HOURS

Regular office hours are 8:00 AM to 5:00 PM Monday-Friday.

Appointments can be scheduled by calling our office. Once you are signed up and connected to your patient portal, you can send appointment requests through the portal.

Appointments hours:	Monday	8:00 AM – 8:00 PM	Thursday	8:00 AM – 7:40 PM
	Tuesday	8:00 AM – 7:00 PM	Friday	8:00 AM – 5:00 PM
	Wednesday	8:00 AM – 7:00 PM	Saturday	8:00 AM – 12:00 PM

If you do need to cancel or reschedule an appointment, you must notify us **at least two hours in advance**. Calling early allows us to serve all our patients who need to be seen.

If you need to reach a doctor after normal hours for an urgent matter that cannot wait until the next business day, please call the office number and you will be connected to the answering service who will contact the doctor for you.

MEDICAL ADVICE LINE

Our office has trained medical staff (RNs and LPNs) available to discuss any concern you may have. After conducting a thorough telephone interview regarding your symptoms, advice will be offered or an appointment will be scheduled with a doctor or nurse practitioner. If it is necessary to give a note to the doctor regarding your concern, we will make every effort to return your call by the end of the day. **Your patience while waiting for this return call is appreciated.**

YEARLY WELL-CHILD VISITS

Infants and toddlers should have a well-child visit at ages 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months,18 months, 2 years and 2 1/2 years. Children 3 years and older should have a well-child visit every year. Children participating in organized sports may also require a yearly exam. We provide care up to the age of 21.

These are yearly appointments where we discuss age-appropriate developmental issues, school performance, family issues, behavioral expectations, growth and nutrition, and age-related safety issues. You will have a head-to-toe physical exam, including vision and hearing screening, if age appropriate. If additional screening tests are needed, they will be performed in the office or at an appropriate facility. Your vaccine record will be reviewed, and vaccines will be given following the recommendations of the American Academy of Pediatrics.

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REFERRALS

Many insurance companies require that patients call the doctor's office BEFORE making an appointment with a specialist or another doctor. All expenses incurred by self-referral (without prior authorization from your doctor) will be your financial responsibility. We cannot authorize visits AFTER you see another doctor.

PRESCRIPTION REFILLS

We have a prescription refill line available to patients that are prescribed ADHD medication. This line is ONLY for ADHD medication refills. The number for the prescription refill line is 616.393.9337 and is available 24 hours a day. When calling the prescription refill line, be sure to have the medication name, strength and dose. Once you are signed up and connected to your patient portal, you can send refill requests for ADHD medication through the portal.

For all other refill requests, please contact your pharmacy. If the pharmacy states that there are no refills available for that prescription, your pharmacist will send a refill request electronically to our office.

Patients on ADHD and asthma medications must have a visit with a provider every six months in order to review medication effects and to continue to receive prescription refills.

PLEASE NOTE: We require TWO business days to process ALL refill requests.

SIGNATURE

NOTE: Parents cannot sign for patients that are 18 years of age or older. ONLY the adult patient (18+ years of age) can sign.

Name (printed): _____ Birthdate: _____
First Name Last Name

Signature: _____ Today's Date: _____