

TOPIC	PRACTICE PHILOSOPHY
Vaccines	Our <u>vaccine policy</u> follows the schedule outlined by the American Academy of Pediatrics. We vaccinate our own children on schedule and expect the same of our patients.
Antibiotics	We work hard to not overuse antibiotics. We educate families on appropriate use of antibiotics, but follow evidence-based guidelines. We do not routinely call in antibiotics over the phone as we do not believe that is good medicine. When we believe antibiotics are appropriate treatment, we will be happy to answer your questions.
Medical Home	We work hard to provide comprehensive medical care and serve as your medical home. To that end, we expect that you contact our office FIRST before seeking specialty care, or heading to Urgent Care.
Technology	You will be encouraged to consult our website, register for and use our patient portal, and effectively use automated reminders for appointments and for routine care/immunizations that are due.
Office Hours	We make every effort to meet the needs of our patients, offering both routine and acute care appointments at both offices during traditional business hours; and acute care appointments at our Abington office on evenings, and weekends. We do not offer walk-in hours. Please familiarize yourself with <u>our office hours</u> .
After Hours	We have a physician on call when our office is closed. If you have an urgent issue that cannot wait until morning, you can call our office to speak with our nurse triage service. It is staffed by pediatric nurses who have been trained in the use of the standardized telephone guidelines developed by Dr. Barton Schmitt and Dr. David Thompson. If your call is of an urgent nature, the physician on call will be contacted. IF YOU HAVE A LIFE THREATENING EMERGENCY, CALL 911 OR GO DIRECTLY TO THE NEAREST EMERGENCY ROOM.
Specialist Care	As your medical home we expect that you will contact our office to discuss care plans before scheduling an appointment with a specialist. We want to be involved in either providing care in our office where appropriate, or referring you to the most appropriate specialist and helping coordinate your care. Whenever you do see a specialist, we ask that you request a report be sent directly to our office so we can coordinate all of your care.
Insurance	Please make sure we participate with your <u>insurance plan</u> . If there are any questions, call our office and/or check with your specific insurance company.
Billing and Fees	It is up to you to understand how your insurance works including deductibles and co-insurance and to provide up-to-date insurance information at every visit. Our fees (including missed appointment fees and form fees) can be found <u>here</u> along with our <u>financial policy</u> .

Appointments	We do not have walk-in hours. Please call our office to make an appointment and tell the nursing staff all of your concerns so that they can allow the appropriate length of time. Well visit appointments are opened for scheduling 4 months in advance.
Timeliness	Our practice makes every effort to run on time with appointments, as we believe everyone's time is equally valuable. We ask that you make every effort to present to the office at your scheduled appointment time and call us if you are running behind. We reserve the right to ask you to reschedule if you have missed your scheduled appointment time.