

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

Services Include:

- Same day sick and urgent appointments
- Well visits / physicals
- Asthma visits and teaching
- ADD / ADHD consultation and treatment
- On call services (24 hour provider availability by phone)
- Nurse Advice Line
- Inpatient hospital coverage
- Spanish speaking staff
- Lactation Support
- Mental Health Services*

*Mental Health Counseling Services are available with independent therapists.

**OUR REGULAR PATIENT
HOURS ARE:
MONDAY - FRIDAY
8:00 AM - 5:00 PM**

For your convenience, the office is open between the hours of 7:00 am to 6:00 pm.

Extended early morning, evening and Saturday hours are available. There is an additional charge for these services.

**We request 24 hours cancellation notice.
A no show fee may be charged.**

Insurance Fees and Payments

It is your responsibility to know your health insurance benefits. Payment for our services is due at the time of service. Your insurance requires us to collect all co-payments.

We accept cash, checks, or credit cards.

If we participate with your health care insurance plan, we will submit a claim on your behalf to your insurance carrier, with benefits assigned to us. However, before we can do this, we must have a current copy of your insurance information. In the case of newborn infants, you must enroll the baby with the insurance carrier. Otherwise, the baby will not be covered and you will be responsible for paying all charges.

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 and to complete forms. These fees are not covered by your health insurance.

THE CENTER FOR
**PEDIATRIC &
ADOLESCENT
MEDICINE**

is committed to creating a
medical home which provides quality,
compassionate & culturally sensitive care in a
child centered & family friendly environment.
Our professionally trained & qualified staff
allow
us to empower our patients & families to take
a more active
& responsible role in their
health & well being.

PROFESSIONAL ASSOCIATION

**We are your
Family Centered Medical Home**

**Julia M. Pillsbury, DO, FAAP, FACOP
Renee Grob, MD, FAAP
Maribel Woodward, MD
Erin Chudzik-Pryor, MHS, PA-C
Christina Bartz, MMS, PA-C**

**125-1 Greentree Drive
Dover, DE 19904**

**Telephone (302) 678-8333
Fax (302) 674-2298**

Interprete en Española Disponible

**Visit our website at: www.cpam.us
Like us on Facebook**

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 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
- Support 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.
- Patient portal is available for your convenience.

We encourage you to be active in your child's medical care.
Appointments will go better if you:

- Are prepared to share how your child is doing (at play, at school, sleep, etc.).
- Write down and bring your questions and concerns.
- Bring a list of any medications your child takes and the names and contact information of other providers your child sees.
- Ask for help in creating and sharing a complete record of your child's care.

For prescription refills, referrals, and lab results call (302) 674-4739.

Please note your request will be processed within 3 business days.

After Hours Access:

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.

As a courtesy to our on-call providers and our in-hospital patients, we ask that you call between 9 a.m. and 10 a.m. on weekends and holiday mornings for problems which you feel may require an appointment and cannot wait until the next business day. In most situations, we can give you advice and a next day office appointment. The on-call provider will determine if urgent care is needed.

AFTER HOURS CALL
(302) 678-8333

Interprete en Espanol Disponible

NURSE ADVICE LINE

The nurse advice line is (302) 674-2229. The nurse advice line is available Monday thru Friday, 8:00 a.m. to 4:30 p.m. except holidays. **This is for routine phone advice only.** Calls will be returned on the same business day.