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# Center City



# Pediatrics

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We strive to combine our personal, hands-on, Patient Centered Medical Home approach with the latest technology. We are happy to highlight just a few of the platforms designed to save you time and provide easy access to information.

**Appointment Confirmations:** Want a quick and easy way to confirm your child's appointment? Seven days before your visit, you'll receive a text message allowing you to do just that. Need to make a change? Let us know and we will contact you by phone to reschedule.

**Pre-Visit:** Wish you could spend less time in our waiting room? This check-in link will be texted to you once you confirm your child's appointment, prompting you to complete any required paperwork in advance of your visit. Pay copays, upload your insurance card, verify demographics, acknowledge office policies, and complete appropriate screening tools at your convenience. When you arrive, just let our staff know you used the Pre-Visit link.

**Early Access:** Have a child experiencing a new illness over the past 48 hours that is worsening overnight? Use the Early Access Self-Scheduling pop-up, available on our website Sunday – Thursday evenings beginning at 7:30pm and schedule an appointment for the following weekday morning. The link remains available until our office re-opens the following morning at 8am or until all the slots have been filled.

**Well Appointment Requests:** Always seem to remember you need an appointment at a time when our office is closed? Use the button on the top of our homepage to submit your well visit request anytime. Simply provide your child's information and three day/time options. If one of your choices is available, you'll receive a confirmation email. If we need to look at additional days, our scheduling staff will contact you by phone. For best availability, select dates 6-8 weeks in advance, and remember you can now book up to a year into the future!

**Medical Library:** Want advice vetted by specialists without having to wait on hold? Check out the vast Medical Library on our website. We offer trusted information on a wide variety of topics, blogs authored by our own providers, dosing guidelines for over-the-counter medications and a pediatric symptom checker – all available 24/7 from the comfort of your own home. This includes our own Wait-Worry-Panic guide, highlighting the symptoms you can treat at home and those that require more attention. These are the same resources our triage nurses and doctors reference when answering your calls!

**Follow My Health:** Like to review your child's medical history, order prescription refills, request referrals and email your provider all from your phone? Enroll in our patient portal for all of this plus access to printable immunization records, visit summaries and more.

**Health/Allergy History and Concerns:** Prefer to spend your appointment time asking questions, not just answering them? Accurately complete the sections of the pre-visit link listing your child's health and allergy history. This automatically populates to the chart and eliminates the provider having to ask those questions at the start of your exam, freeing up time to address your questions and concerns.

**After Hours Messaging:** Want timely after-hours access to the providers for emergency questions? Contact our office by phone and follow the prompts to leave a message with your child's name, date of birth and the issue(s) they are experiencing. Your message will be sent directly to the on-call provider in both a transcribed message and in your original voice along with your child's chart! We will still have our excellent Nurse Triage service answering your late-night calls from 10:30pm - 8am every day.

**Patient Satisfaction Surveys:** Want to help inform our quality improvement efforts? Completing the brief survey you'll receive after your visit helps us to enhance the office experience for all our families. Want to do more? Consider joining our Parent Advisory Board and lend your voice to shaping our future policies. Ask a staff member how to get involved!