

# Welcome to The Child and Adolescent Clinic

Thank you for choosing The Child and Adolescent Clinic for your child's medical care. We count it a privilege to provide specialty care to every child! We have prepared this short guide to help you get to know us better, and learn how our clinic serves the needs of all our patients.

Raising a child from a new baby to a responsible adult is hard work! We are glad to partner with you in this adventure, and hope that you will feel comfortable coming to us with any concerns that come up along the way.

Well Child Visits are so important! We follow the nationally recognized schedule for Well Child Visits, and at each visit from birth to age 18, we will assess and discuss with you your child's growth, health, behavior, and needs. We have adopted parent handouts from the American Academy of Pediatrics and other trusted sources that will help you through each stage of your child's life. This binder will give you a place to keep them all together, if you wish.

Many of our families find the information about specific topics on our website [www.CandAC.com](http://www.CandAC.com) to be very helpful. Our home page has links to trusted resources, such as Healthy Children.org, Parent Resources, and a Symptom Checker tool that can help you decide whether your child needs to see us. Our Services page has links to many topics, or you may find what you are looking for by clicking on "Ask Dr. Sue". We also offer access to your child's medical record through our Patient Portal, and hope that you will find it to be a useful way to interact with our staff and participate in your child's care.

# Child and Adolescent Clinic

PEDIATRICIANS - Doctors who treat only babies, children, and adolescents

## **PHYLLIS M. CAVENS, MD, FAAP**

MD Degree – University of Oregon Medical School  
Pediatric Residency – Doernbecher Children’s Hospital,  
Oregon Health Sciences University  
Fellowship in Developmental Pediatrics – Oregon Health  
Sciences University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



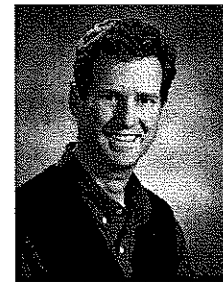
## **BLAINE E. TOLBY, MD, PhD, FAAP**

PhD Degree – University of Oregon in Genetics  
MD Degree – Oregon Health Sciences University  
Pediatric Residency – Doernbecher Children’s Hospital,  
Oregon Health Sciences University  
Genetics Fellowship – Oregon Health Sciences University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



## **RANDY COPELAND, MD, FAAP**

MD Degree – University of Tennessee  
Pediatric Residency – University of Alabama School of Medicine  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



## **ANNE METTE SMEENK, MD, FAAP**

MD Degree – University of North Dakota  
Pediatric Residency – Boston Floating Hospital for Infants  
and Children  
Fellowship in Developmental Pediatrics – Oregon Health  
Sciences University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



## **KENNETH WU, MD, FAAP**

MD Degree – New Jersey Medical School  
Pediatric Residency – Oregon Health Sciences University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



**REBECCA HUTFILZ, MD, FAAP**

MD Degree – Pennsylvania State College of Medicine  
Pediatric Residency – Naval Medical Center of San Diego  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



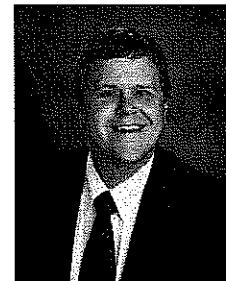
**TSERING LHEWA, MD, FAAP**

MD Degree – University of Washington School of Medicine  
Pediatric Residency – Oregon Health Sciences University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



**WESLEY HENRICKSEN, MD, MPH**

MD Degree – Emory University School of Medicine  
Pediatric Residency – University of Washington  
Masters of Public Health – Emory University  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



**AMRITA STARK, MD**

MD Degree – Ross University School of Medicine  
Pediatric Residency – Case Western Rainbow Babies and  
Children’s Hospital  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



**JENNIFER CHU-SMITH, MD**

MD Degree – Drexel University College of Medicine  
Pediatric Residency – University of California, Davis  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



**JENNIFER HOLLINGER, MD**

MD Degree – University of Arizona School of Medicine  
Pediatric Residency – University of Arizona Medical Center  
Fellow – American Academy of Pediatrics (FAAP)  
Board Certified – American Board of Pediatrics



Child and Adolescent Clinic  
PEDIATRIC NURSE PRACTITIONERS  
Nurse Practitioners who treat only babies, children and  
adolescents

**MARY ALICE McCUBBINS, RN, MN, CPNP-PC**  
Bachelor of Science Nursing – Intercollegiate Center for  
Nursing Education, Washington State University  
Master of Nursing - University of Nebraska Medical Center  
Certified – Pediatric Nurses Certification Board  
Member - National Association of Pediatric Nurse  
Associates and Practitioners



**ROBIN WULFF, RN, MN, PNP-BC**  
Bachelor of Science Nursing –University of Phoenix  
Master of Nursing – Seton Hall University  
Certified – Pediatric Nurses Certification Board  
Member – National Association of Pediatric Nurse  
Associates and Practitioners



## Child and Adolescent Clinic - Your Child's Medical Home

As the years go by, we hope that all our patients and their families will think of the Child and Adolescent Clinic as their medical home, a central resource for all of your child's health care needs. The American Academy of Pediatrics defines a Medical Home as a clinic that provides care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective.

We, the pediatricians and pediatric nurse practitioners, promise not only to care for your child during an acute illness, but also to see them through problems of development, behavior, and learning. And for those children who get rare and serious diseases, we will work closely with pediatric subspecialists who practice at the large pediatric hospitals in Portland, Seattle, Tacoma, or Olympia. Our ultimate desire is to give the best, most up-to-date, evidence-based care for your children, our patients, at the Child and Adolescent Clinic.

**Connecting with our office** is easy! Our receptionists are available to answer the phone starting at 7:30am on weekdays, 8am on Saturdays and Sundays. When you call, you will get our automated answering line. Press "1" to schedule an appointment.

**Both the Longview and Salmon Creek offices are open for patient care** from 8:30am to 5:00pm, Monday through Friday. Urgent Care is available by appointment in both offices Monday through Friday evenings from 5:00-7:30pm. Our Longview office is open on Saturdays and Sundays from 9:00am – 12:00pm. We will see your sick child the same day, if needed.

If you have questions about your child's condition during clinic hours, just give us a call; we have Advice Staff standing by. If they are on the phone with other families, you will be able to leave a voicemail message. All calls left during business hours are returned on the same day.

If questions come up outside of our clinic hours, please call our clinic's **After-Hours Advice Line** at (360) 577-1200. They can help you decide if you should take your child to the Emergency Department, or if the condition can wait until the pediatrician can see your child the next day. They can also give advice for home care, if appropriate, according to the guidelines our pediatricians have recommended.

When making an appointment, our receptionists and staff may not understand the native **languages** of our non-English speaking families. The person calling should tell the receptionist if a translator will be needed and the language required so that an interpreter can help with the phone call and be scheduled for the child's visit.

**Your Primary Care Clinician Preference** is our priority! If at all possible, we want you to see your pediatrician or pediatric nurse practitioner for all your child's care. Your PCP will coordinate your child's healthcare across all settings, including the medical office, hospital, clinics, labs and testing facilities, and other places where you receive

healthcare. When you make an appointment in our office, please tell the receptionist which clinician usually sees your child. If there are no available appointments at a time that is right for you, another of our pediatricians or pediatric nurse practitioners will see your child.

Your **Care Team** appointment starts at the Reception Desk. Our staff will help you check in, assure information for you and your child is up-to-date, and help you with any paperwork. There will often be a parent questionnaire if your child is having a Well Child Visit. These surveys give your clinician a good picture of your child's health and development. Next, a Certified Medical Assistant will help you and your child to an exam room to measure your child and gather vital statistics the doctor will need. After your visit with the doctor or pediatric nurse practitioner, be sure to check out with the Receptionist to make any follow up appointments your clinician has recommended.

**We want to hear** how your child is doing at home, at school, and at play. Write down and bring your main questions, concerns, and a school report card. Bring in a list of any current medications, recent test results, and other clinicians and specialists your child sees and their contact information. Also, anytime your child visits the Emergency Department or is admitted to the hospital, please share that information with us!

**We will connect you with our local community based resources**, such as schools, parent support and education groups, mental health providers, and dental services to help you and your family. We coordinate pediatric care between Child and Adolescent Clinic and other pediatric sub-specialist clinics from our helpful **Referral Department**.

**Internet connection** is a wonderful convenience that allows you to access your child's medical record through our secure online **Patient Portal**. Our receptionists can help you open an account in two easy steps. The portal allows you to review a summary of your child's doctor visit as soon as it is available, usually within 3 business days. From the patient portal, you can also view and print immunization records, request a medication refill, request an appointment, request referrals, or view test results.

**We are here for you!** Remember, we are a central resource for all of your child's health care needs. Think of us first. We can help!

## Child and Adolescent Clinic - Services for Your Child

Your pediatrician would like to hear about whatever concerns you may have about your child. We will work with you to find what's needed for your child's best health. We also offer the following programs and services for your child as needed.

### **GROWTH**

Your child's growth will be recorded and discussed with you at every visit. We do an accurate measurement of your child's height, weight, and head size (when appropriate) at every Well Child Visit. We will be able to assure you that your child is growing normally, and will investigate the cause if the measurements ever deviate from normal.

### **DEVELOPMENT**

At each Well Child Visit, your child's development will be assessed and reviewed with you. Children grow, develop, and learn throughout their lives. By evaluating how they play, learn, speak, and behave, the pediatrician can determine if they are learning the basic skills when they should, or if they might have delays and need some help. When a developmental delay is not recognized early, children must wait to get the help they need. This will make it hard for them to learn when they start school. If there is ever a concern about how well your child is developing, whether it is in the area of walking, talking, use of hands, or social skills, we will refer to the appropriate developmental specialists for evaluation and assistance. We will provide help in all the daycare, preschool, and school decisions that you must make.

### **BREASTFEEDING**

When you are just starting out with a new baby, we have a Registered Nurse who is an internationally certified lactation consultant to help with breastfeeding questions, concerns, and teaching. She is available to you most days in our Longview clinic by appointment.

### **HEARING and VISION**

A hearing test is usually done on your newborn before you leave the hospital. If your baby has not yet passed this hearing test, we will refer him for a repeat test. We will also ask you about your family history. If your family history, the baby's physical exam, or your observations of the baby raise any further concerns, we will refer your baby to a hearing specialist for evaluation. We continue to check hearing throughout childhood.

We use an instrument called an ophthalmoscope to do an examination of your baby's eyes at every Well Child Visit, to be sure that the eye is normal and is functioning well enough for vision. We will ask about your family history to see if there are any other concerns about vision in your family. If you think your child can't see well or if your child doesn't do well on the eye examination, we will refer to a pediatric eye specialist for a thorough evaluation and treatment if needed. Beginning at three years of age we will use a vision screener called SPOT to look for signs of nearsightedness, farsightedness, astigmatism, or amblyopia so we can address these problems prior to enrollment in school. We continue to check vision at every Well Child Visit.



## **BEHAVIOR**

At every Well Child Visit, our pediatricians want to know if there are behaviors that make you worry about your child. We take this very seriously. If you're concerned, we're concerned. Because pediatricians have studied child behavior and development, we will be able to provide you with a practical, workable approach to changing your child's behavior and work with you until there is success.

## **DENTAL**

We want you to look for the earliest signs of cavities, and we'll look even harder at the Well Child Visit. We partner with pediatric dental providers and will get care for teeth, even before the child is fully cooperative, if needed. We think tooth brushing is a must, and we will work with you so your child thinks so also. We also offer Fluoride varnish applications at every Well Child Visit from when teeth first appear to age 17.

## **COMPREHENSIVE MEDICAL MANAGEMENT PROGRAMS**

Our pediatricians have created comprehensive medical management programs for Asthma, Attention Deficit Hyperactivity Disorder (ADHD), Depression, and Autism in which they partner with pediatric specialists, schools, and other health professionals to develop and complete care plans for your child for both home and school.

## **ASTHMA**

Asthma can be diagnosed at our clinic by a thorough history, examination, and a spirometry evaluation of the airways. When asthma is undetected, children might miss school, sleep poorly, or play less actively than normal. We want all children to go to school every day because they are well, sleep every night because they're not coughing, and run and play as hard as they can because they're not short of breath. Most children need to be 5 or 6 years old before they can successfully do spirometry.

## **ATTENTION DEFICIT HYPERACTIVITY DISORDER**

Children with ADHD may have difficulty controlling their behavior in school, at play, and at home, and often fail to learn and to achieve their full potential. It is one of the most common chronic childhood disorders, affecting at least 5% of all school-age children. Our pediatricians will work with you, the teacher, and your child to document the specific problems of hyperactivity, impulsivity, and inattention, and how they affect your child's ability to learn. If a diagnosis has been established after careful consideration and evaluation, a treatment program will be developed in collaboration with the patient and family, and may include medication and/or additional consultation and counseling. All of our pediatricians have extensive training and experience in the diagnosis and management of ADHD.

## **MENTAL HEALTH**

Some children have behaviors that cannot be successfully managed by themselves, their families, or their teachers. These behavior problems can cause them to fail socially and academically. When this is the case, each child deserves a thorough health evaluation to determine if there are any medical or physical causes of the child's

behavior. As your child's pediatrician, we want to be the first place you turn to when your child has a mental health or behavioral problem. We will make a specific diagnosis when possible, and will help you find the best source of counseling, psychological testing, or child psychiatry care needed to help your child. We will also continue to work with that consultant and co-manage the mental health condition with them.

### **ADOLESCENT GYNECOLOGY**

Our pediatricians and pediatric nurse practitioners advise that adolescent females should have their first gynecological review at age 18 or when they become sexually active or have concerns. We provide this service at our clinic, and feel that gynecologic care for teens is best managed here, in their medical home, by a pediatrician they trust.

### **OBESITY**

At each Well Child Visit, your child's height and weight is compared to the normal range for his age. His BMI (Body Mass Index) is also determined. If the BMI is greater than normal, further workup to discover medical causes will be considered. He may also receive a referral to Nutrition, Endocrinology, or other pediatric consultants. We will work with you and your child to help him learn to manage his diet and activity level.

### **AUTISM**

Children with Autism Spectrum Disorders have problems with social, emotional, and communication skills. They have different ways of learning, paying attention, and reacting to things that begin in early childhood and last throughout their life. If you or your pediatrician have a concern or detect a problem at any Well Child Visit, a referral will be made for specialized early developmental testing. Early detection means early educational treatment and greater success in the school years. As your medical home, we will continue to be your source of help and support as you work with the autism specialists that your child needs.

### **PEDIATRIC SUBSPECIALISTS**

Pediatric specialists from Portland and Vancouver travel to The Child and Adolescent Clinic in Longview on a regular basis to save you time and the stress of travel. These doctors are available to see children referred by your pediatrician or by any of the physicians in Longview.

Dr. David Snyder is a pediatric endocrinologist from Legacy Emanuel in Portland who helps children with diabetes and other endocrine problems.

The Pediatric Cardiology Center in Portland sends a pediatric cardiologist and an EKG tech with a portable echocardiogram machine to our clinic, and is able to diagnose and treat cardiac disease.

### **OUR GOAL**

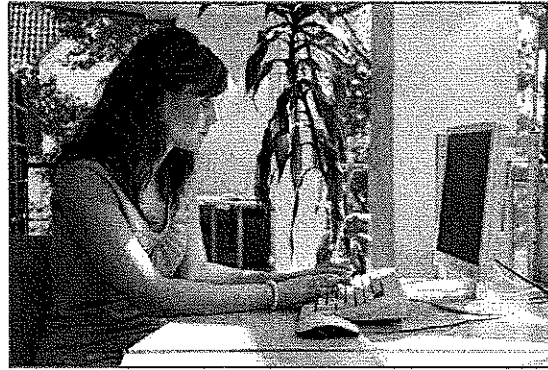
Whatever age your child is now, our goal is that every child is healthy and ready to learn. We look forward to partnering with you as they grow into happy, productive adults. Enjoy the journey!

*"When we choose to be parents, we accept another human being as part of ourselves, and a large part of our emotional selves will stay with that person as long as we live. From that time on, there will be another person on this earth whose orbit around us will affect us as surely as the moon affects the tides, and affect us in some ways more deeply than anyone else can."*

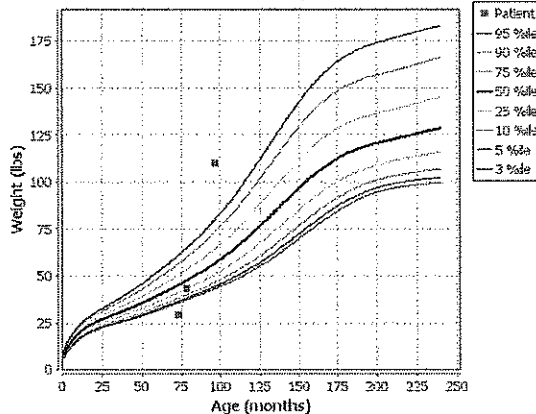
*Fred Rogers*

## What can I do with a Patient Portal account?

I can...



Weight vs Age (Plotted with CDC 2000 growth curves)



Print my child's Growth Chart or Immunization Records

Check results on lab work

Print a current medication list or request refills

View a summary of my child's last office visit

Request a well child examination, with the pediatrician who takes care of my child

You may send a request for well visits or review visits for previously diagnosed conditions that require periodic reviews, such as ADHD and asthma. If your child is ill and may need to be seen today, please call the office for immediate assistance.

Preferred week: \_\_\_\_\_

Preferred day of week: \_\_\_\_\_

Preferred time of day: \_\_\_\_\_

Preferred clinician: \_\_\_\_\_

Request a copy of my child's medical records, or a form needed by my child's school

Send a message to the billing department, or referral department, or front desk, and get an answer without picking up the phone.

All I need is internet access and an email address? Sounds great!

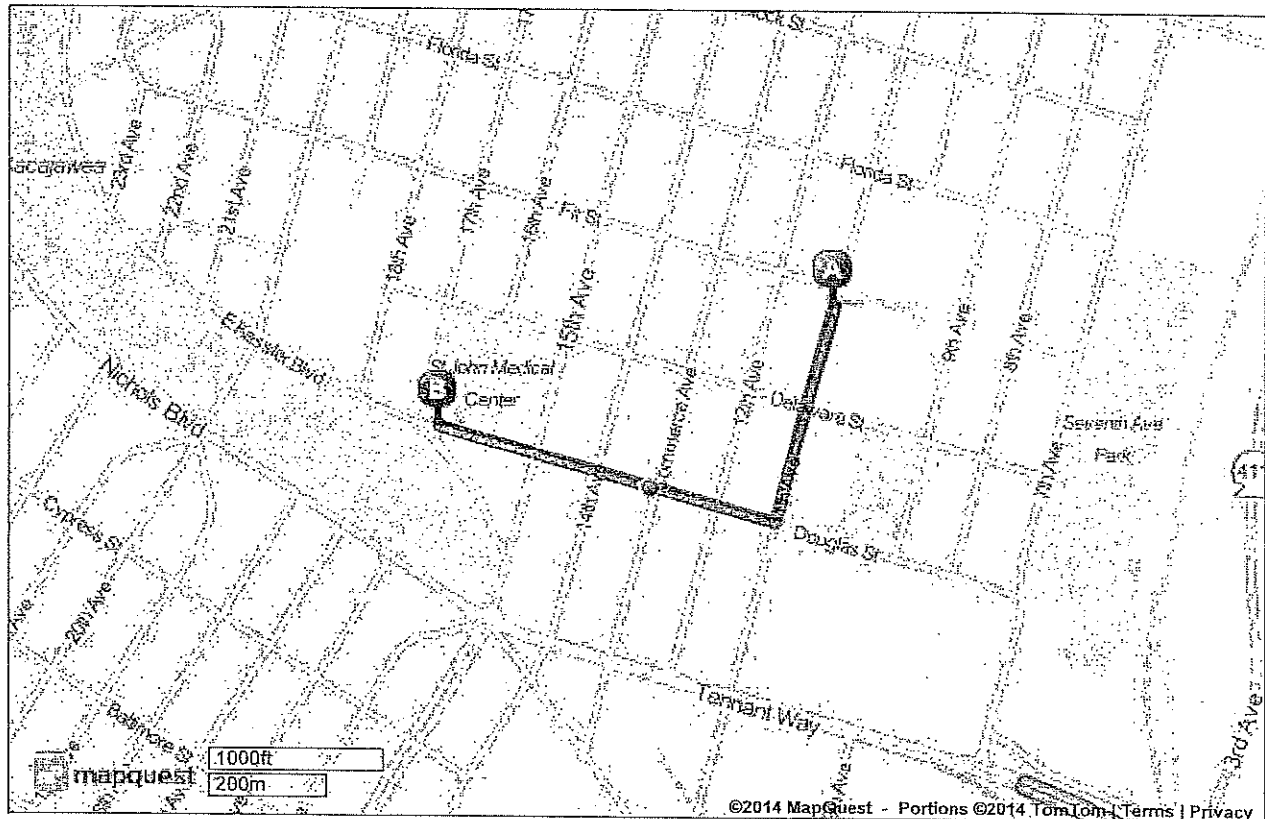
**STOP BY THE FRONT DESK TO OPEN A PORTAL ACCOUNT**

# If Your Child Needs Emergency Care – Longview

St. John Medical Center  
1615 Delaware Street  
Longview, WA 98632  
(360) 414-2000

Emergency Department  
Staffed by Emergency Room Physicians and Nurse Practitioners  
Assisted by Emergency Room Nurses and Medical Assistants

If your child needs to be admitted, St. John's Medical Center can admit children over age 12. Children under age 12 will be diverted to other SW Washington hospitals that are for young children (PeaceHealth SW Washington Medical Center or Legacy Salmon Creek Hospital).



©2014 MapQuest, Inc. Use of directions and maps is subject to the MapQuest Terms of Use. We make no guarantee of the accuracy of their content, road conditions or route usability. You assume all risk of use. [View Terms of Use](#)

# If Your Child Needs Emergency Care – Vancouver

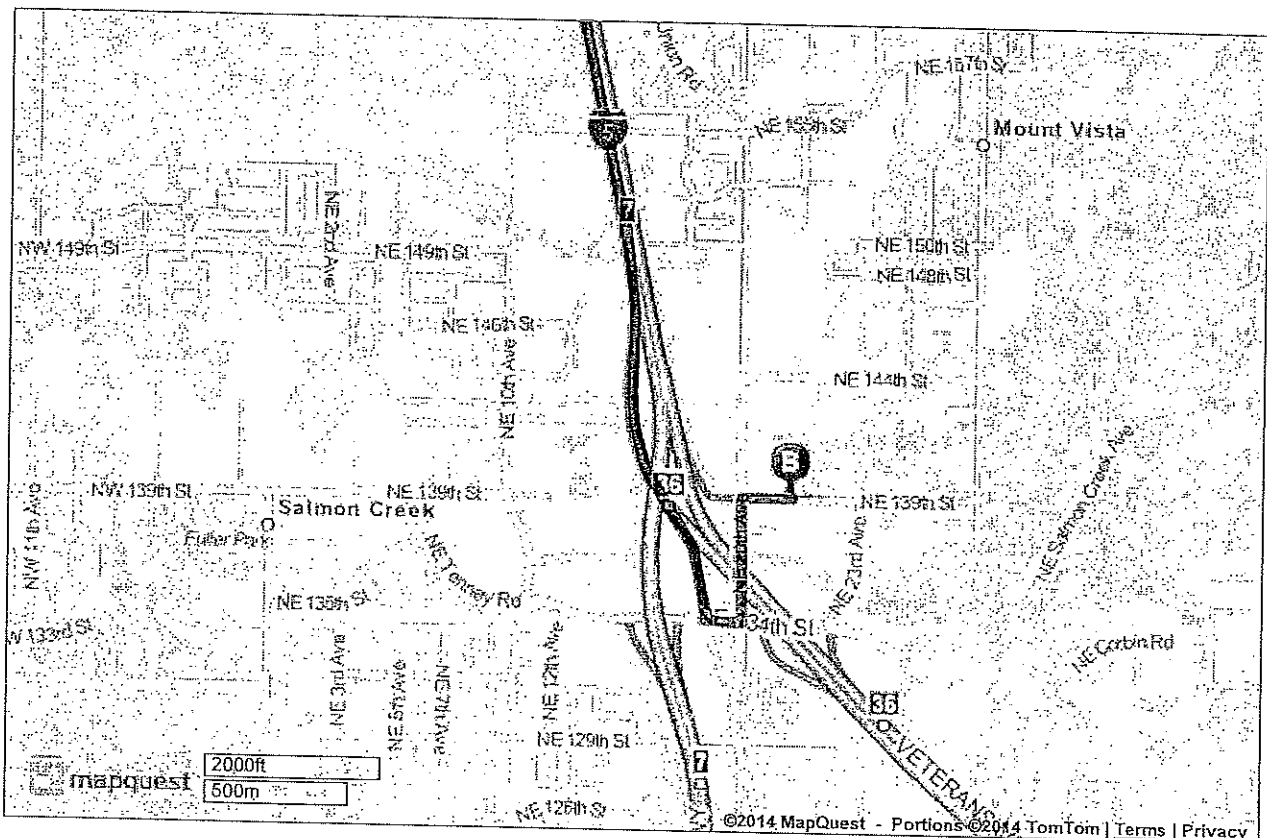
Legacy Salmon Creek Hospital  
2211 NE 139th Street  
Vancouver, WA 98686  
(360) 487-1000

## Emergency care for children

In an emergency when every moment counts, an experienced care team that specializes in treating children is important. Children have different needs, illnesses and injuries than adults. We understand the importance of providing child-specific emergency care and partnering with families.

Legacy Salmon Creek Hospital offers:

- Physicians and nurses who specialize in pediatric emergency care
- A dedicated pediatric space within the Emergency Department
- Private rooms and a room fully equipped for critically ill children
- The "Image Gently" approach of lowering radiation dose in the imaging of children
- Access to pediatric inpatient care at Legacy Salmon Creek Medical Center
- Partnership with Randall Children's Hospital at Legacy Emanuel for coordination of sub-specialty care or critical care, including critical care transport
- Patient callback program, following up on pediatric patients 24-48 hours after the visit



# Where Should I Go When My Child is Sick or Hurt?

Child and Adolescent Clinic is open 7 days a week, including evenings and weekends. Call us at 360-577-1771 any time for expert advice on what to do and where to take your child for care.

Call to see  
your  
pediatrician  
360-577-1771

Call for a  
same day visit,  
advice, or the  
pediatrician  
on call  
360-577-1771

Go to  
Emergency  
Department  
OR  
Call 911

Need medical care and it is okay to wait a day to be seen; call the office

- Fever, child is over 6 months old, fever is less than 103
- Runny nose
- Simple backache
- Sore Throat
- Earache
- Diarrhea
- Rash
- Pulled Muscle
- Cold or Flu
- Poor feeding, new problem for toddlers and older children with no weight concerns

Need medical care same day or when office is closed; call the office or on-call doctor:

- Fever in a child under 6 months old
- Urinary tract infection
- Vomiting for more than six hours
- Need stitches for a cut
- Cough with wheezing
- Poor feeding in an infant, or a child with weight issues
- Minor burns
- Sports injury

Go to the Emergency Department or Call 911:

- Severe Asthma/Allergic reaction
- Severe burns
- Traumatic injury
- Child is turning blue or pale
- Trouble breathing
- Obvious broken bone
- Severe pain
- Uncontrolled bleeding
- Fainting with poor recovery
- Sudden numbness or weakness
- Difficulty speaking
- Hard to wake up



**Child & Adolescent Clinic**  
SPECIALIST CARE FOR EVERY CHILD

# Where Should I Go When My Child is Sick or Hurt?

Child and Adolescent Clinic is open 7 days a week, including evenings and weekends. Call us at 360-254-7750 any time for expert advice on what to do and where to take your child for care.

**Call to see  
your  
pediatrician  
360-254-7750**

**Call for a  
same day visit,  
advice, or the  
pediatrician  
on call  
360-254-7750**

**Go to  
Emergency  
Department  
OR  
Call 911**

Need medical care and it is okay to wait a day to be seen; call the office

- Fever, child is over 6 months old, fever is less than 103
- Runny nose
- Simple backache
- Sore Throat
- Earache
- Diarrhea
- Rash
- Pulled Muscle
- Cold or Flu
- Poor feeding, new problem for toddlers and older children with no weight concerns

Need medical care same day or when office is closed; call the office or on-call doctor:

- Fever in a child under 6 months old
- Urinary tract infection
- Vomiting for more than six hours
- Need stitches for a cut
- Cough with wheezing
- Poor feeding in an infant, or a child with weight issues
- Minor burns
- Sports injury

Go to the Emergency Department or Call 911:

- Severe Asthma/Allergic reaction
- Severe burns
- Traumatic injury
- Child is turning blue or pale
- Trouble breathing
- Obvious broken bone
- Severe pain
- Uncontrolled bleeding
- Fainting with poor recovery
- Sudden numbness or weakness
- Difficulty speaking
- Hard to wake up



**Child & Adolescent Clinic**  
SPECIALIST CARE FOR EVERY CHILD



# Donde Debo ir Cuando mi Niño está Enfermo o Lastimado?

La Clínica de Niños y Adolescentes está abierta 7 días a la semana, incluyendo noches y fines de semana. Llámenos al 360.577.1771 a cualquier hora para un consejo experto en qué hacer o dónde llevar a su niño para el cuidado.

Llame para  
ver a su  
Pediatra  
360-577-1771

Llame para una  
cita del mismo día  
360-577-1771 o  
Llama a la  
Pediatra en la  
noche  
360-577-1200

Ir a  
Emergencia  
o llamar al  
911

Necesita cuidado médico y está bien esperar un día para ser visto; llame a la oficina

- Fiebre, el niño es mayor de 6 meses, fiebre es menos de 103
- Goteo nasal
- Dolor leve de espalda
- Dolor de garganta
- Dolor de oído
- Diarrea
- Rosaduras/Ronchas
- Desgarro muscular
- Catarro/Gripe
- Mala alimentación, problema nuevo para niños pequeños y mayores sin preocupación por el peso

Necesita cuidado del mismo día o la clínica está cerrada; llame a la clínica o al médico en turno:

- Fiebre en un niño menos de 6 meses edad
- Infección del tracto urinario
- Vomito por más de seis horas
- Necesita puntadas por cortadura
- Tos con silbido
- Mala alimentación en un infante, o un niño con problemas de peso
- Quemaduras menores
- Lastimaduras deportivas

Ir al Departamento de Emergencia o llamar al 911:

- Asma severa/Reacción alérgica
- Quemaduras severas
- Golpes traumáticos
- El niño se está volviendo azul o pálido
- Dificultad para respirar
- Huesos quebrados
- Dolor severo
- Sangrado incontenible
- Desmayos con recuperación lenta
- Debilidad o adormecimiento repentino
- Dificultad para hablar
- No puede despertar



**Child & Adolescent Clinic**  
SPECIALIST CARE FOR EVERY CHILD