

Child and Adolescent Clinic - Your Child's Medical Home

The **Medical Home**...is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (American Academy of Pediatrics policy statement). 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.

We, the pediatricians and pediatric nurse practitioners, promise not only to care for them 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.

Your **Care Team** appointment starts at the Reception Desk. Our staff will help you check in, assure information for you and your child are up-to-date, and help you with any paperwork. There will often be a parent questionnaire if your child is having a well child examination. These surveys give your clinician a good picture of your child's health and development. Next, the Clinic Aide will help you and your children to an examination room. Your child will be asked to undress to get weighed and measured, since growth and development are so important in the care of your child. 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.

Connecting with our office is easy! Our receptionists are available to answer the telephone starting at 7:30am on weekdays, 8am on Saturdays, and 9am 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 for all our patients in our Longview office Monday through Friday evenings from 5:00-7:30pm, Saturday from 9:00am – 12:00pm, and Sunday 10:00am – 12:00pm. We will see your sick child the same day, if needed. If you have questions about your child's condition at any hour, just give us a call; we have Advice Staff standing by.

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. 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 arrangements can be made 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.

You can make care better if you are prepared to share how your child is doing at home, at school, and at play. Write down and bring your main questions, concerns, and a report card. Bring in a list of any current medications, recent test results, your child's medical history, and other clinicians and specialists your child sees and their contact information. Ask for help in creating and sharing a complete record of your child's care. 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 and dental services to help you and your family. We coordinate pediatric care between Child and Adolescent Clinic and other pediatric sub-specialist clinics.

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 (we will call you to set the actual appointment time), 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!