

Waterville Pediatrics



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Welcome

We are honored you have chosen us as your pediatric health care practice. Our goal is to create a healing partnership with you and your child and to provide the right care at the right time.

About Us

At Waterville Pediatrics, we aim to care for your child as their “medical home.” Our team of certified, licensed health care professionals will be with your child every step of the way. We use the latest evidence-based (proven) knowledge and science and want to partner with you in caring for your child during these important growing years.



WATERVILLE PEDIATRICS
— EST • 1996 —

As your medical home, here's what you can expect:

- A dedicated primary care provider (PCP) will get to know and care for your child.
- An expanded team of staff, professionals and other clinicians will partner with your PCP in your child's care.
- A higher level of communication. We receive and respond to all of your child's test results and health information. We aim to be the "home base" for all of your child's medical information. **Please share all health information with your PCP and our office.**
- Counseling, education and community services and support are offered on site.
- Lactation consultation

Your child's care team may include:

- Medical Staff
 - › Physicians (MD or DO)
 - › Nurse Practitioners
- Behavioral Health Specialists
 - › Licensed Clinical Social Workers (LCSW)
 - › Psychologists (PhD)
- Professional Services Staff
 - › Licensed Social Workers/
Case Managers (LSW)/Medical Assistants (MA)
 - › Patient Service Representatives (PSR)
 - › Referral Specialists
 - › Registered Nurses/
Care Managers (RN)

Contact and Office Hours

For a life-threatening emergency, please call 911.

Office hours:

Please arrive 15 minutes early to check in.

Monday – Friday: 7 a.m. – 4 p.m.

Saturdays by appointment only.

Closed Sundays and holidays.

Phone: 207-873-5437 **TTY:** 711 (Maine Relay Service)

Fax: 207-861-5448

When the office is closed:

Waterville Pediatrics has a clinician on call after hours for urgent needs that cannot wait until the office opens. Call 207-873-5437 and our answering service will call the on-call clinician.

Appointments

Please bring the following to all appointments:

- Current medication list
- Current insurance card
- Photo ID

Prescription Refills

You can refill most prescriptions by contacting your pharmacy. Your pharmacy will then send us an electronic request for the refill.

For your safety – if you are out of your child’s medication, please let us know. It may take up to two business days to fill your request.

When calling for a refill, please have the following information ready:

- the patient's name and date of birth;
- your call-back number;
- the name of the medical staff who prescribed the medication;
- the name and strength (mg.) of the medication;
- how many your child takes each day;
- the quantity (one-, two- or three-month supply); and
- the name and location of the pharmacy.

Please call your pharmacy to make sure your child's prescription is ready for pickup.

Mail-Order Prescriptions

If you use a mail-order pharmacy, please request the printed prescription two to three weeks in advance. This will give you enough time to mail and receive your order.

Test Results

- Please ask that all test results be returned to your child's PCP.
- We will call you within 24 hours of getting an urgent or important abnormal result.
- It may take up to two weeks for us to let you know your child's normal test results.
- If you do not hear from us within the expected time frame, please call us.

Referrals

Referral requests:

- Please discuss any need for a referral with your child's clinician during your appointment.
- If your child doesn't have a visit scheduled or you have an urgent referral need, please call us.

Insurance referral authorization:

- Our Central Referrals department helps process all necessary referrals for you. Please call [207-861-3548](tel:207-861-3548) for assistance.
- They send the needed information to the office of the specialist where your child will be seen, and will obtain an insurance authorization if needed.
- To verify covered benefits through your insurance, please call the telephone number listed on the back of your insurance card or on the insurance company's website.

Hospital Stays

- If your child has a hospital stay, it is very important to tell hospital registration and clinicians who your child's PCP is. This lets the hospital know who to communicate with about your child's care.
- Please share your child's medication information with your hospital care team. If they need a current list of your child's medications, please ask them to call us.
- After your child leaves the hospital, please call us for any follow-up appointment or medication needs.
- We will follow up with you after your child's hospital discharge to check on your child and see if we can do anything to help.
- MaineGeneral has a team of hospital-based pediatric clinicians known as pediatric hospitalists who are trained to take care of children while they are in the hospital. They are available 24 hours a day, seven days a week to care for children up to age 18.
- Our pediatric hospitalists also provide advanced care in our Level II neonatal intensive care unit (NICU) for babies born prematurely who have low birth weight or need special care. The medical team at Waterville Pediatrics works closely with these hospitalists to ensure your child gets the care they need while in the hospital and after they come home.

Your Feedback

Your feedback about our services is important to us. We also have opportunities for you to partner with us to improve your care. To learn more, please call us.

Ways to share your feedback:

- Talk to anyone at any time during your call or visit with us.
- Ask to speak with a manager at any time.
- Fill out the survey you receive after your child's visit.
- Call Patient Advocacy Services at [207-248-5290](tel:207-248-5290).

Insurance/Payment

We are dedicated to care for everyone, regardless of ability to pay.

- We accept most Maine private insurance plans, Medicare, MaineCare and TriCare.
- We will submit insurance claims for you.
- We expect co-payments at the time of service. We accept Visa, MasterCard and Discover.
- If you have any questions or concerns about your bill, please call us. You can also call our Business Office at [207-872-4680](tel:207-872-4680) or toll-free, [877-255-4680](tel:877-255-4680).

If you do not have insurance and paying for care is a concern:

- Please call us to discuss resources and programs that may be helpful to you: [207-872-4680](tel:207-872-4680) or [877-255-4680](tel:877-255-4680).

Patient Portal

Managing your health has never been easier! With our FollowMyHealth® patient portal, you can get instant access to health information 24/7 from any computer, tablet or smartphone! You can:

- Request appointments and referrals for yourself and your loved ones, including children and adult family members you care for. (Certain restrictions apply for teens age 13 to 17.)
- Renew prescriptions
- View lab results
- Pay bills
- Email care providers
- Update personal information
- And more — all online!

To learn more or get a portal application, ask a member of our staff.



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TTY: 711 (Maine Relay Service)

www.maine-general.org

MaineGeneral does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or religion.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

اتصل برقم 207-248-5290

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (207) 248-5290; TTY: 711.