

## Frequently Asked Questions?

We put together our most frequently asked questions so that when you visit our practice you can really focus on getting know to OUR practice and not waste your valuable time on routine questions. Of course, we encourage your questions but we want to make the most of your visit.

**Do you offer same day sick appointments?** Yes! It is extremely important if your child needs to be seen that we have available appointments. The earlier you call in the day the more appointment slots that are available.

**How far in advance can well checks be scheduled?** We usually have well child appointments available within 2-3 days of your request. We are capable of booking out 1yr.

**What if my baby gets sick when the office is closed?** Try looking on our website, use our patient portal or NEW Healow Kids app to see if you can find your answer there. If not, you can send a non-urgent question through the portal or app. If a true medical emergency then call our office phone number and one of our providers will answer your call.

## What are your practice views on:

**Bottle-feeding:** This is a parental decision. If you choose to breast or bottle feed we are here to support your choice and provide you with as much assistance as you need. If we are unable to assist, we have several resources available to refer.

**Circumcision:** That too is an individual decision per family based on cultural and individual beliefs. There is not necessarily a right answer.

**Parenting:** You really don't know your parenting style until you are a parent. All of our providers are parents. We all are here to make sure that you parent the *safest* way possible and we are here to help *guide* you for whatever unique parenting challenges arise.

**Getting babies to sleep:** We believe that every child needs structure, stability and consistent routines. Sleep training can begin at 6 months but until that age you cater to their needs. Please visit our website for a great handout on our most commonly recommended sleep tips.

**Alternative medicine:** We are open & will utilize alternative therapies if there are studies to show that they are safe & effective for your child.

**Antibiotics:** There is a time and place for antibiotics. Most of the time an antibiotic is not needed and we are very careful about how and when we use them to manage side effects and protect your child against antibiotic resistance. We do feel that if there is a possibility that your child may need antibiotics then we will need to see them in the office and will not call in antibiotics over the phone.

This is just a brief review and we welcome to discuss each of these topics in further detail with you.

We look forward to helping your family grow!

## HEALOW Kids app CODE: CJFIBA

**How often will I see the provider that I choose? Do I have to rotate providers?**

You can see whichever provider that you prefer for each visit. Of course, we would like for you to get to know each of our providers because we think everyone is great.

**Do you have separate sick and well waiting rooms?** No, we do not because we do not want our families waiting in the lobby. Germs have no boundaries and cannot read sick or well signs. We try our best to minimize wait times and are vigorous with cleaning. Our providers pride themselves on being efficient without sacrificing compassion.

**Do you respond to questions by email? Do you accept calls for routine and non-emergency questions?** Yes! Our patient portal and NEW Healow kids app are great sources of information for your family. It contains all your child's important information such as office visit summaries, medication refills, lab results, messages, reminders, billing & referral status updates. If you submit a question via our portal we usually respond within 24hrs. If you call the office we have a nurse available to answer your questions within 1-4 hours during office hours.

**Will your initial meeting with my baby be at the hospital or the first checkup?** We prefer the hospital team take care of your child because they are available in house and available 24hrs a day. We will see your baby 24-48hrs after hospital discharge.

**Will you discuss my child's general growth and issues like discipline and social developments?** Yes! At every well child check we will review your child's growth and development. We utilize an online developmental screener called CHADIS that you can complete at home prior to your visit and list any concerns that you would like to specifically review. This service is *FREE* of charge to our patients. Results are automatically linked to your child's electronic medical record for your provider to review prior to your visit. You will probably find that most of your child's questions are about behavior. We are here to help you be the best parent that you can be for your child.

**What tests are handled in the office and what is done elsewhere?** In the office we offer most quick tests (strep, flu, urine, RSV, hemoglobin, lead, photoscreener, hearing). We do not draw blood in our office as we have found to this can be very to be scary to the other patients being seen.