

# *Thank you for choosing Pediatric Services of Springfield, Inc.*

*This guide is designed to help you understand our philosophy regarding your care, and to answer some important questions about our services.*

## **Practice History**

Pediatric Services began back in the 1950's when it was known as Dr. Ellsworth A. Twible, Inc. Dr. Twible was a wonderful pediatrician who practiced with caring, understanding, and a genuine love for children and their families while bringing knowledge and new pediatric ideas and insights into this area. Dr. Nordstrom joined Dr. Twible in 1981, and the practice name changed to Pediatric Services of Springfield in 1984. Since, then, our physicians have cared for four generations of families with our first patients now bringing their children, grandchildren, and great-grandchildren to our practice. Ease of access, prompt, courteous service, and responsiveness to our patient's concerns will always be our primary goal. We realize that patients are the reason we exist, and we strive to treat them professionally with compassion and respect.

Dr. George Hepner joined Pediatric Services in 1986, and as the practice continued to grow, the need for a new location from its original Springfield location became apparent. A new office was built at 200 North Main Street in East Longmeadow in 1987. Dr. Mark Belemjian joined the staff in 1991. We continued to practice at 200 North Main Street until 1997, when we relocated to our current address at 294 North Main Street in East Longmeadow. In 1999, Susan Kearney joined our practice as our first nurse practitioner and was joined by Kathleen Pion in November 2004, Geneva Pedersen in August 2005, and Rachel Tartaglia in January 2006. Michelle Adams, M.D. joined Pediatric Services in August 2005. A second location was opened at 35 Post Office Park in Wilbraham in September 2005. All providers will be seeing patients in both locations.

## **Locations**

In addition to our office at 294 North Main Street in East Longmeadow, our new location at 35 Post Office Park in Wilbraham is now open. There will be a multitude of new services available in the upcoming months that focus on patient and family education and a team approach to care. Our primary concerns involve the issues of health management, obesity, and behavioral management; we are working hard to come up with specific plans to attack these issues. With this in mind, Dr. Susan Cary, child psychiatrist, and Dr. Rob Robinson and his staff of child psychologist have also opened their practices at the Kid's Village and are currently seeing patients at that location.

## **Outstanding Support Staff**

Our outstanding support staff is highly qualified, experienced, and caring. A team of nurses and nurse practitioners is available during normal business hours to answer your questions. In addition, we offer consultations at the end of the day to address those issues, which may require extended time. We understand the importance of providing extended appointments, without interruptions, to address your concerns.

## **Hours and Appointments**

Our hours are Monday through Friday from 8 a.m. to 5 p.m. by appointment only. Our nurses begin answering the phones during the week at 8 a.m. to book the sick for the day. We are open on Saturday for sick patients from 9 to 12 noon in our East Longmeadow office. The nurses begin answering the phones at 8:30 a.m.

## **On the Web**

Please visit our web site at [www.pediatricservices.org](http://www.pediatricservices.org) for additional information regarding our practice, directions to both of our offices, provider listings, and important health information. You may E-mail any requests or questions to [Info@pediatricservices.org](mailto:Info@pediatricservices.org).

We respect your time and do our best to honor our appointment schedule. However, due to the unpredictable nature of our specialty, occasional disruptions do occur. Just as we strive to adhere to our appointment schedule, we ask our patients to do the same.

If you need to reschedule or verify an appointment, please call us at your earliest opportunity.

## **To Make Your Visits as Efficient as Possible**

You will be asked to present your insurance card at each visit and also to verify your current address and phone number. Please make sure the information is correct, as it is very important for us to have this information should the need arise to contact you.

Please be prepared to make your co-payment at each visit.

## **After Hours**

We provide 24-hour coverage, 7 days a week. For after-hour emergencies, please call (413) 525-1870 and the provider on call will be paged immediately. If your emergency call is not returned within 20 minutes, please call us again.

If your call is not an emergency and can wait until regular office hours, we appreciate your consideration.

## Prescriptions

A prescription line is available during regular office hours. Please call the (413) 525-1870 and ask to be transferred to the prescription line. Prescriptions will be filled at 11:30 and 4:30.

## Referrals

If your insurance plan requires referrals, please call (413) 525-1870 and ask to be transferred to the referral line, or visit our website. **It is your responsibility to request a referral whenever you have an appointment with a specialist, even if our office books the appointment.** Be prepared to leave the following information:

Name and birth date of child

Type of Insurance

(If insurance has changed since last office visit, please leave new insurance information, including name of insurance, ID number, including suffix if applicable, co-pay, effective date of insurance, and claims address).

Specialist's name (**first and last name**)

(If your appointment is booked with a P.A., please ask the specialist's office under which doctor the referral should be entered, as referrals cannot be entered under the P.A.)

Date of appointment

Reason for appointment

If specialist has more than one office location, please give address of your appointment.

**Please allow at least 3 days prior to your appointment when requesting a referral.**

## Insurance and Billing Practices

We accept most major insurance plans, but please verify your coverage with your insurance company prior to your visit.

You are responsible for knowing and following the policies mandated by your insurance company.

Co-payments are due at the time of service.

Payment plans and specific billing questions can be addressed by calling our Billing Department at (413) 525-1870 between 9-3, or E-mail us at [Info@pediatricsservices.org](mailto:Info@pediatricsservices.org) Please leave your name, child's name, date of service in question, and a brief explanation of your question. Your call will be returned by the end of the same day.

## **Laboratory and X-ray services**

To help better serve you, we have on-site laboratory and x-ray services at our East Longmeadow location.

## **Nurse Practitioners**

In addition to our physicians, we have four nurse practitioners in our practice. Our nurse practitioners have extensive experience in the pediatric field and work in collaboration with our physicians to offer comprehensive, patient-oriented care. They are an important part of our practitioner staff.

## **Forms**

Due to the nature of our practice, we are asked to complete many forms, including school forms, camp forms, etc. In order to expedite this process, we ask that you complete as much as you can of the form and include a stamped, self-addressed envelope. Otherwise, the form will be filed in your child's chart and will be available for you to pick up at your convenience. We suggest that you call prior to coming in to the office to verify that the form has been completed.

## **Registered Dietitians/Lactation Consultant**

Registered Dietitians (R.D.'s) are specialized healthcare providers who are dedicated to improving nutrition, feeding problems and food relationship issues and are the experts in food and nutrition. Working with your pediatrician and other health care providers, R.D.'s can enhance the health and well being of your infant, child and your family. R.D.'s are required to participate in continuing education, which enables them to stay ahead of all current nutrition trends.

**Kelly L. Tetrault-Stellato, M.S., R.D., L.D.N., C.L.C.**, is a Registered and Licensed Dietician/Nutritionist. After obtaining her B.S. in Human Nutrition at the University of Massachusetts, she went on to the University of Northern Colorado and Clayton College to obtain an M.S. in Nutrition and a dietetic internship, which qualified her to become a Registered Dietician. Kelly is also a **Certified Lactation Counselor**, Certified Weight Management Consultant, and holds certificates in fitness-related activities such as yoga and t'ai chi instruction. Kelly will begin working at Pediatric Services in July of 2006. Appointments will be available on Tuesdays in the Wilbraham office.

## **Registered Dietitians/Lactation Consultant (cont'd)**

**Nancy Anderson, M.S., R.D., L.D.N.**, is a Registered and Licensed Dietician/Nutritionist. She obtained her Bachelor's Degree in Biology at Boston College in May 1983 and her Master's Degree in Clinical and Community Nutrition at UMASS, Amherst in June 1988. Nancy sits on the Board of the Division of Professional Licensure for the state Board of Licensed Dietitians and Nutritionists. In addition to Pediatric Services, she is also employed as a clinical dietician at Pediatric Gastroenterology & Nutrition in Springfield as a consultant for children with GI disorders. She is also a dietician at Baystate Children's Hospital. Nancy is available for consultation by appointment only.

## **What To Expect When You Meet With Our Dieticians**

Our dieticians focus on educating you about how to feed your child in a healthy, positive way that promotes the foundation for life-long nutrition. Depending on the reason for the appointment, the time will be tailored to answer any questions you may have about nutrition. We know that parents don't get a manual on how, what, or when to feed children. The nutrition misinformation out there is enough to confuse anyone. Let our nutritionists help you sort things out. Your appointment will provide you with nutrition basics to live by. Kelly and Nancy have many interactive tools to help you and your child understand the sometimes-complicated science of nutrition. Common topics of nutrition counseling include: breastfeeding counseling, nutrition during infancy such as when and how to introduce foods, weaning from breastfeeding and/or bottle feeding, picky eating, overweight/obesity, high blood pressure, high cholesterol, diabetes, and other nutrition-related problems/topics. To make an appointment, please call (413) 525-1870.

**WHEN DOES YOUR CHILD NEED  
A PHYSICAL EXAM?**

**2 MONTHS OLD**

**4 MONTHS OLD**

**6 MONTHS OLD**

**9 MONTHS OLD**

**12 MONTHS OLD**

**15 MONTHS OLD**

**18 MONTHS OLD**

**24 MONTHS OLD**

**3 YEARS OLD**

**YEARLY THEREAFTER**

## PHYSICAL EXAMINATION/VACCINE SCHEDULE

<b>Newborn 1<sup>st</sup> visit</b>	Height, weight, head circumference, Newborn Pack
<b>1 Month</b>	Height, weight, head circumference
<b>2 Months</b>	Height, weight, head circumference – <b>*Pediarix, HIB, Prevnar, *Rotateq</b>
<b>4 Months</b>	Height, weight, head circumference – <b>*Pediarix, HIB, Prevnar, *Rotateq</b>
<b>6 Months</b>	Height, weight, head circumference – <b>*Pediarix, HIB, Prevnar, *Rotateq</b>
<b>9 Months</b>	Height, weight, head circumference, Safety Kit
<b>12 Months</b>	Height, weight, head circumference, lead, hemoglobin, <b>*ProQuad, Prevnar, Hep A (optional)</b>
<b>15 Months</b>	Height, weight, head circumference, <b>MMR, HIB</b>
<b>18 Months</b>	Height, weight, head circumference, <b>DTAP, Hep A (optional), (IPV)</b>
<b>24 Months</b>	Height, weight, lead, hemoglobin
<b>3 Years</b>	Height, weight, blood pressure, lead, hemoglobin, urine
<b>4 Years</b>	Height, weight, blood pressure, hearing, vision, lead, hemoglobin, urine <b>*ProQuad</b>
<b>5 Years</b>	Height, weight, blood pressure, hearing, vision, hemoglobin, urine, <b>DTAP, IPV</b>
<b>6 Years</b>	Height, weight, blood pressure, urine
<b>7 Years</b>	Height, weight, blood pressure, hemoglobin, urine
<b>12 Years</b>	Height, weight, blood pressure, <b>TDAP</b> (entering 7 <sup>th</sup> grade)

- Female patients 11 years and older are able to receive Gardasil, the HPV vaccination. (Series of 3)
- Hemoglobin tests are done for all menstruating girls annually.
- PPD (TB Test) for all seniors in high school or 17 years of age, option to wait until 6 months prior to college entrance.
- Meningococcal vaccine (meningitis) for any senior going off to college, or freshman in High School upon request.
- Two doses of Varicella recommended for all children, adolescents and adults who previously received one dose.

**\*Pediarix** – DTAP, IPV, Hep B combination

**\*ProQuad** – MMR/Varicella combination

**\*Rotateq** – Rotavirus vaccine – given @ 2,4, and 6 months. This vaccine is administered **orally**.

A First morning urine sample is requested for children 3 years of age and older. Specimen must be refrigerated until time of appointment.