



PEDIATRICS



**BREASTFEEDING
CENTER**

451 3rd Avenue, Kingston, PA 18704 | O: 570-288-6543 | F: 570-288-7130 | pakpeds.com
1081 Oak Street, Pittston, PA 18640 | O: 570-602-PAKP | F: 570-288-7130

Welcome! Thank you for choosing PAK PEDIATRICS for your pediatric care and breast feeding support services. Our services include a full line of care from prenatal through age 21 years (college). We offer routine physical examinations/well visits, illness evaluation & treatment/sick call and counseling to promote wellness, with overall focus on preventative medicine. Parents/guardians are essential to a child’s growth and development; therefore, we consider them partners in their child’s care. Together, we work toward reaching optimum health for your child. Please keep this information on file for future reference.

OFFICE HOURS by appointment only

PAK KINGSTON

Monday-Thursday 8:00am-7:00pm
Friday 8:00am-5:00pm
Saturday 9:00am-12:00pm
Sunday 9:00am-12:00pm

PAK PITTSTON

Monday-Friday 9:00am-5:00pm

EZ Care Walk-In Hours/No appointment Needed

PAK KINGSTON

Monday-Friday 8:00am-9:00am
Monday-Thursday 4:00pm-7:00pm(Oct. 1-May 31)
Monday-Thursday 4:00pm-6:00pm(June 1-Sept.30)
Saturday and Sunday 9:00am-12:00pm

PAK PITTSTON

Monday-Friday 8:00am-9:00am

EZ Care only for...

- **Children 4 months and older**
- **Symptoms fewer than 4 days**
- **Straight forward illness (sore throat, ear aches, cough, fever, rash, runny nose)**

Certain health issues/types of patients require additional time and resources, children younger than 4 months, with symptoms longer than 4 days, and/or with chronic or complex health problems (like asthma, headaches, stomach aches) are not appropriate for EZ Care hours. In these cases, please schedule a regular appointment through our Triage/Care Coordination Team so that we can best manage your child’s health.

WELL VISITS/PHYSICALS:

Well visits and annual physicals are vital to prevention and detection of childhood illness and diseases. Our physicians utilize The American Academy of Pediatrics (AAP) recommendations on education, prevention and treatment guidelines. Immunizations and review of systems are typically performed during well visits. Confirming your specific health benefits for well visits and immunizations with your carrier prior to scheduling your appointment is recommended. Please arrive 15 minutes prior to your scheduled appointment time for check-in process, including insurance verification/eligibility.

Please bring your photo ID & current insurance card with you at the time of your appointment. PAK PEDIATRICS is not responsible for any non-covered services. Advance scheduling of well visits allows our staff to better accommodate your specific needs for convenient dates and times for such appointments. You can request well visit appointments through our website, pakpeds.com, Patient Toolkit.

VACCINATIONS - IMMUNIZATIONS:

When it comes to child health, prevention is always better than treatment. Nowhere is this more evident than with immunizations. Prior to the creation of many of the vaccines available today, thousands - and sometimes millions -- of children became infected with diseases that often resulted in lifelong disabilities or, even worse, death. Thankfully, we now have the ability to immunize children against deadly, preventable diseases. Failure to follow the recommendations on vaccinations may endanger the health or life of your child and others that your child might come in contact with . PAK PEDIATRICS, the American Academy of Pediatrics, the American Academy of Family Physicians, and the Centers for Disease Control and Prevention have all strongly recommended the following vaccines/immunizations and are required in order for our clinicians to provide care to your child.

Vaccines/Immunizations Required

Pneumococcal conjugate (Prevnar)
Diphtheria, Tetanus, acellular Pertussis (DTaP / Tdap) Measles,
Mumps, Rubella (MMR)
Varicella (chickenpox – Varivax) Polio
(IPV)
Meningococcal (Menactra-MCV-4)
Hepatitis B (HBV)
Hepatitis A (HepA)
Rotavirus
Haemophilus Influenza Type B (HIB)

NEWBORN ASSESSMENTS:

PAK PEDIATRICS takes great pride in providing to both you and your family the most up-to-date medical care available. As pediatricians, we believe you can provide your baby with the best possible start to life by choosing to breastfeed. We strive not only to meet, but exceed the guidelines set by the American Academy of Pediatrics (AAP). Accordingly, we have a Post Hospital Newborn Assessment Program, in which your baby will be seen 48-72 hours after discharge from the hospital. Our Newborn Assessment consists of an initial weight check, breast or bottle-feeding assessment, as well as, a physical assessment. Please be assured that we understand the many questions you may have, as well as the apprehension you may be feeling, about breast feeding.

SCREENING:

Services provided at wellness visits allow us to screen for many medical conditions such as developmental delays, appropriate height and weight gain, review appropriate immunizations and allows us to begin treating any condition in its earliest stages. During these visits, we perform all recommended screenings appropriate to age and gender and seek to uncover any conditions that would lead to sub optimal health in the years to come. **It is your responsibility to understand what screening services are covered by your insurance plan.**

SICK VISITS:

Triage Nurses staff our phones for same day sick call appointments, general medical advice and test results. Our Triage Nurses, as directed by your physician, act as the liaison between you and your physician and utilize pediatric protocols endorsed by the American Academy of Pediatrics. Each incoming call is important to us, our telephone system automatically sorts all calls in the sequence in which they are received. You can also utilize the Is Your Child Sick™ sections of our website, pakpeds.com for non-urgent and home care information. Our office utilizes Same Day Sick Call appointments, which means we only schedule sick appointments for the day you call, not in future days. However, a consult with our providers needs to be scheduled in advance.

EZ CARE

What is EZ Care for?

Children 4 months and older

Symptoms fewer than 4 days

*Straight forward illness (sore throat, earaches, cough, fever, rash,runny nose)

****Not for chronic health issues, asthma/breathing concerns,
well visits/physicals, immunization *****

First-come, First-seen...

Certain health issues/types of patients require additional time and resources, children younger than 4 months, with symptoms longer than 4 days, and/or with chronic or complex health problems (like asthma, headaches, stomach aches) are not appropriate for EZ Care hours. In these cases, please schedule a regular appointment through our Triage/Care Coordination Team so that we can best manage your child's health.

AFTER HOURS MEDICAL ADVICE:

We offer after hours Medical Advice through a national Call Center. In the event you request medical advice after hours, the Call Center, in conjunction with the on-call physician and information obtained during the call, may suggest specific actions, from home care instructions to emergency room/calling 911. You can reach the after hours Call Center, for which an after hours fee applies, by calling 570-288-6543 after hours, and the automated message will prompt you on transferring to the Call Center.

***There may be a \$25 fee associated with this service.**

INSURANCE COVERAGE-WELLNESS VISITS VS. PROBLEM-ORIENTED VISITS:

You are likely aware that health care reform changes have directed that your insurance company no longer applies a copay and /or charges towards a deductible or co-insurance for many wellness and preventive services, including your wellness visits. We hope that this prompts more families to take advantage of their coverage for preventive service.

Recommendations from the American Academy of Pediatrics the first 36 months of your child's life you will have a time line of scheduled appointments. Newborn Assessment (3-7 days of age) 2 wk., 1, 2, 4, 6, 9, 12, 15, 18, 24,30 and 36 months of age. After 3 years of age yearly appointments are recommended. Although most wellness services are charge free, this is not true of problem oriented services.

Some common examples of problem-oriented services include evaluation of ADD, ear infections, sinus congestion, or prior visit concerns. We strongly encourage that these seemingly minor issues receive due attention.

Insurance company billing polices dictate that we differentiate between these two types of services. Management of medical diagnoses, including the need for medication refills of any sort, is categorized by insurance companies as a problem-oriented service. Evaluation or management of any complaint or system offered by a patient or identifies upon questioning during a preventive exam constitutes a problem-oriented service as well. Problem-oriented services always required a copay/co-insurance/deductible, if applicable to your insurance plan.

Due to the comprehensive approach to care take by PAK PEDIATRICS, wellness visits may uncover or revisit problem-oriented issues that required evaluation or management. It is their preference whenever possible to go ahead and address such a problem-oriented issues at the same office type. As a result (unless patient desire to return at a later date to address the problem-oriented issues) frequently (during wellness visits) services are performed that are both preventive – and problem-oriented in nature. This is also an additional convenience so that families do not have to return to the office for another appointment, in compliance with insurance company billing policies, this then prompts changes for both categories. While preventive services do not require a copay/deductible, problem- oriented services do prompt a copay /co-insurance/deductible

FORMS:

For school, sport, camp, and day care facilities, unless otherwise stated in writing on the particular form, a complete physical exam must be done annually. We suggest you schedule your appointment upon receipt of your form. Please provide our office with a self -addressed stamped envelope if you would like any forms returned to you upon completion. There is a fee associated with the completion of forms or letters not presented during a physical examination

ASTHMA EDUCATION SPECIALIST:

We offer an asthma education program provided by our Family Nurse Practitioner who is also a Certified Asthma Educator to assist with treatment, education and management of asthma and asthma related diseases including: medication monitoring and compliance; asthma control and action plan; spirometry and nebulizer treatments; patient centered goals and objectives related to control of the disease.

PATIENT PORTAL:

Our patient portal is a safe, secure, PAK-hosted web site that allows parents to access certain parts of their children's medical records and is accessible through computers, tablets, and smart phones. Parents and patients over 18 years of age can have real time access to their immunizations, future appointments, last physical exam, vital signs and lab results. Immunizations can be easily printed from the patient portal. For your convenience, using the email address you provided @ registration, our staff will initiate setting up the portal for you.

REFERRALS:

After discussing a referral request with your primary care physician, you can request a specialist referral during regular office hours and 24/7 through our website, pakpeds.com, Patient Toolkit. We require 5 business days' notice prior to your scheduled specialist visit for processing referrals by calling our office or submitting a request through our website. Some insurances require a physician referral from your PCP for specialists' visits/consults.

BUSINESS OFFICE:

Our business office will assist you with billing questions related to services we provide. Specific questions regarding participation with a particular insurance company or questions regarding payments from insurance companies may be answered by our business office specialists. However, specific questions on your health insurance coverage/benefits are best addressed by contacting your (patients and/or guarantor's) health insurance company directly. Hours: Monday – Friday 9:00 AM-5: 00 PM.

24 HOUR CANCELLATION POLICY:

Please call our office during normal business hours at least 24 hours in advance to notify us of appointments you are unable to keep. Appointments not canceled within 24 hours of a scheduled time slot will be charged a no-show fee of \$25.