



Welcome to Arboretum Pediatrics

We are so excited that you have trusted us to care for your family! We hope that you find the included information helpful in answering any questions you may have about our practice. If you have any questions or concerns about the new patient process after reviewing this information, please do not hesitate to call our office at 704-512-2610.

We have included the following in this packet to give you more information on our practice. We have also included a family history form. We ask that you complete this before your first visit so that we can have an accurate family history for our records.

- **Family Information Form** – Please complete this form prior to your first visit so your physician can review it with you at your appointment.
- **Vaccination Policy** – This letter includes the vaccine schedule on it as well as our stance on vaccinating kids.
- **Office Visit vs. Preventative Visit** – This letter explains the difference between office visits and preventative visits, so you know what to expect when you come in for each visit.
- **Payment Responsibility** – This letter explains what you are responsible for when it comes to you bill as well as different ways you can pay.
- **Bacteria and Viruses** – This handout explains the difference between a bacteria and a virus, and how we would treat each.

MyAtriumHealth Account

To help you stay connected to us electronically we encourage you to sign up for a MyAtriumHealth account and add your child to it. You will be able to view notes from their provider, view lab and test results, schedule appointments, and message your child's care team. You can create an account by visiting My.AtriumHealth.org and selecting "Sign Up Now". You can also call 704-667-9145 and they will be happy to walk you through the process and help troubleshoot any issues you may have. Once you have created an account, we can give you proxy access to your child's account. Notify the front desk when you come in for a visit.

We are so glad that you have chosen Arboretum Pediatrics to be your child's provider. It is our goal to provide excellent care and service to both you and your child. When you arrive for your first visit please try to be 15-30 minutes early and have your insurance card and any co-pay ready when you check-in. We look forward to seeing you!

Sincerely,
The Providers and Teammates at Arboretum Pediatrics



Family Information

Provider: _____

	Name	Date of Birth
Patient Name		
Patient Nickname		
Parent		
Relationship to patient	___ Mother ___ Father ___ Stepmother ___ Stepfather	
Parent		
Relationship to patient	___ Mother ___ Father ___ Stepmother ___ Stepfather	
Siblings:		Male/Female
Others living at home:		

Family Medical History	Mother	Father	Brother	Sister	Mat Gr Father	Mat Gr Mother	Pat Gr Father	Pat Gr Mother		Please add any other family medical history you feel is pertinent to your child's health below:
Allergies , Food										
Allergies, Seasonal										
Asthma										
Autism										
Cancer										
Celiac Disease										
Developmental Delays										
Diabetes										
Heart Attack										
High Cholesterol										
Migraines										
Seizures										
High Blood Pressure										

Form Completed By: _____ Today's Date: _____



Arboretum Pediatrics – Vaccination Policy

Dear Valued Patients and Families,

Thank you for trusting us with your child's health. We wish to work with you to protect your child. Vaccines have been an incredible public health achievement. Those of us who have been in practice a long time are astounded by the dramatic decreases in what were once common and sometimes devastating and deadly childhood diseases. Vaccines save millions of lives around the world every year.

At Arboretum Pediatrics we firmly believe that vaccinating children and young adults may be the single most important health-promoting intervention we perform as healthcare providers. As parents and caregivers for our future generations, we trust that you share this belief.

We support and follow the recommended vaccine schedule published by the Centers for Disease Control & Prevention (CDC) and the American Academy of Pediatrics (AAP).

Below is the immunization schedule our practice uses and that we, as your healthcare providers, strongly recommend for the care of your child. Please be advised that choosing to refuse, delay or "break up vaccines" goes against expert recommendations as well as our medical advice. We feel assured that you do not wish to put your child at risk for serious illness or even death.

Birth	Hepatitis B
2 months	Diphtheria/Tetanus/Pertussis (DTaP); Polio (IPV); Hepatitis B; Haemophilus Influenzae B (HIB); Pneumococcal; Rotavirus
4 months	Diphtheria/Tetanus/Pertussis (DTaP); Hepatitis B; Haemophilus Influenzae B (HIB); Pneumococcal; Rotavirus
6 months	Diphtheria/Tetanus/Pertussis (DTaP); Polio (IPV); Hepatitis B; Haemophilus Influenzae B (HIB); Pneumococcal; Rotavirus
12 months	Measles/Mumps/Rubella (MMR); Pneumococcal
15 months	Haemophilus Influenzae B (HIB); Varicella
18 months	Diphtheria/Tetanus/Pertussis; Hepatitis A
2 years	Hepatitis A
4-6 years	Measles/Mumps/Rubella (MMR); Varicella; Diphtheria/Tetanus/Pertussis; Polio (IPV)
10-12 years	Tetanus/Diphtheria/Pertussis (Tdap); Meningococcal Meningitis; Human Papillomavirus (HPV)
14yrs-College	Meningococcal Meningitis

Some of these vaccines are offered as combination vaccines or in oral varieties. Additionally, we do recommend the **annual flu vaccine** for all children 6 months of age or older.

Many conscientious parents have questions about the value and safety of vaccines. It's easy to forget that vaccine-preventable infections still pose a serious threat to children, even in the US. The



bacteria and viruses have not disappeared. The best and most reliable protection against these diseases is vaccination.

Modern vaccines are far safer and better tolerated than those used in the past. The strong scientific evidence is that vaccines do not cause autism, leukemia, cancer, or weaken immune systems, etc. Minor side effects such as swelling, redness, tenderness does occur, but serious side effects are very rare. It has been years since most of us have seen a child with a serious vaccine reaction. Many groups, including physicians and parents, are on constant look out for vaccine problems. If one is found or suspected it is quickly addressed. We all expect vaccines to be safe and effective.

Skipping or delaying vaccines leaves young children vulnerable at the age when they are the most susceptible to serious infections. Many well-meaning parents want to rely on “herd immunity” (vaccination of most members of a group) to protect their unvaccinated children. The problem is that a child’s “herd” changes all the time: play groups, daycare, school, college, church, work, sport, teams, social activities, and travel. It is our sincere belief that being a part of a “vaccinated herd” is a civic responsibility that not only protects your child but helps protect others. Be a truly enlightened parent. Don’t place your child and others at risk for infections that cause serious disease, seizures, mental retardation, blindness, deafness, and death.

We, the providers at Arboretum Pediatrics, will educate you about the vaccines your child is receiving, and we will allow a patient to split up the number of vaccines into several nurse visits if a parent wishes, but we will not delay vaccines. Please discuss your concerns and schedule with your provider. We strongly believe in the importance of the vaccines recommended by the Center for Disease Control & Prevention (CDC) and American Academy of Pediatrics (AAP) as they relate to your child’s overall health. Parents that are not willing to start vaccinating by two months of age may be dismissed from our practice.

For other reliable information, ask your child’s pediatrician, or see:

www.aap.org

www.immunize.org

www.cdc.gov/vaccines

www.cispimmunize.org

www.immunizationinfo.org

Sincerely,
The Providers and Teammates at Arboretum Pediatrics



Arboretum Pediatrics – Office Visit vs. Preventive Visit

Dear Valued Patients and Families,

Thank you for choosing Arboretum Pediatrics for your child's healthcare needs. We practice comprehensive medical care focused on prevention as well as evaluation and management of your child's complaints and concerns.

Insurance companies are now often dictating how physicians code and bill for our services. There are two definitions you need to be aware of that can help all of us define your pediatric office visits:

1. Preventative or "Well Child" Exams

This visit is designed to review your child's growth and development. This visit is not designed to address specific complaints or to manage known medical problems. This is usually a visit to review preventative health issues such as:

- Growth and development
- Physical exam
- Patient family history
- Immunizations
- Activities of healthy living

2. Office Visit or "Sick Visit"

This visit is designed for the evaluation and management of single or multiple complaints such as:

- Ear infections
- Weight concerns
- Sleep concerns
- Allergies
- Respiratory infections
- Complex behavioral issues
- Chronic medical conditions that are flaring up or require follow-up

During your child's preventative or "well child" visit, other concerns/issues may be addressed that are not considered part of your preventative care benefits by your insurance carrier and could be considered an office or "sick visit" by your insurance company.

Please be aware that because of this possibility, these additional concerns or issues may not be covered by your insurance carrier (depending on your individual coverage) and these charges could, therefore, be applied to your deductible/co-insurance. You may be assigned responsibility by your insurance company for a sick visit or co-pay/co-insurance, in addition to the one for your well child visit.

Should you have additional questions regarding this information or the billing of your child's visit, please do not hesitate to ask our practice manager.

Thank you for choosing Arboretum Pediatrics.

Sincerely,
The Providers and Teammates at Arboretum Pediatrics



Arboretum Pediatrics – Payment Responsibility

Dear Valued Patients and Families,

At Atrium Health, we're committed to giving you a quality patient experience. This letter is to help you understand your responsibility for payments related to the care provided to you.

Patients with Health Coverage (Insured) Visit Responsibility

- All copays are due prior to visit during check-in registration, these fees are not billable.
- Deductibles must be paid the day of the visit (minimum of \$50).
- All medical expenses provided at the visit (over \$50) can be billed or paid in full at the time of the visit.
- For balances over \$50, interest-free payments are available at any time through our billing office. Please see **Payment Plan Options** below.

Patients without Health Coverage (Uninsured)

We value all our customers at Atrium Health and can assist you with your medical expenses if you don't have any medical coverage. Additionally, most patients without medical coverage are eligible to receive a 30% discount for services provided during their visit (exceptions may apply).

- All patients without health coverage must pay at least \$50 toward their *discounted* balance at the time of visit.
- All balances over \$50 can be paid in full or billed at the time of visit.
- Interest-free payment plans are available at any time through our billing office. Please see **Payment Plan Options** below.

Payment Plan Options

If you need help paying your existing and future balances, there are several options available to you. To discuss these options, please contact Atrium Health's Customer Service department at 704-512-4808.

Please note: You can also choose not to bill your insurance and be responsible for the charges yourself. This means that the lower rates negotiated by your carrier will not be applied to your bill because you are choosing to outside of that coverage. You will be responsible for \$100 upon check-in and then receive a bill for the remaining charges after the services are provided. Atrium Health may choose to discount the charges up to 30% as a courtesy to you and you will be asked to sign a "Self-Pay Health Plan Restriction" form. Note that balances must be paid in full within 60 days. IF not paid within 60 days, your insurance will be billed at contracted rates and the 30% discount will no longer be applied to the original balance.

We care about you, your family and your health. We are committed to working with you to ensure that you understand the resources and options available to you for paying our bills. By working together, we can help everyone have a positive experience at Atrium Health.

Sincerely,
The Providers and Teammates at Arboretum Pediatrics



What you need to know: Antibiotics, Bacteria and Viruses

AtriumHealth.org/Germs

How are bacteria and viruses the same?

- Both are germs that can make you sick
- Both can make you a little sick or very sick
- Both can last from a few days to weeks
- Both can make you have a cough, runny nose, fever, sore throat or loose stools
- Both can give you green or yellow mucus from your nose or coughing. This means your body is fighting your illness

How are bacteria and viruses not the same?

Most common infections are caused by viruses, such as:

- "Cold"
- Sore throat
- Sinus infections
- Chest cold
- Bronchitis
- Flu (Influenza)

Antibiotics are drugs that kill bacteria. They can only treat sickness caused by bacteria. They do not kill viruses

What happens if I take antibiotics when I don't need them?

- The side effects of antibiotics can make you sicker, such as:
 - Diarrhea
 - Nausea and vomiting
 - Allergic reaction – swelling of your face and throat, trouble breathing
 - Rash
- Your sickness can last longer
- Bacteria that live in your body can change. Bacteria can be harder to kill the next time you get sick

How can I feel better?

- We can help with your symptoms
- Talk with your doctor to learn more

See your doctor if you have any of these

- Short of breath
- Chest pain
- Shaking chills
- Fever of 102 or more with other symptoms
- Coughing up blood (more than a streak)
- Getting better and then getting worse

Approved by Atrium Health Antibiotic Stewardship Committee, Fall 2018

Atrium Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-821-1535.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-821-1535.