



Welcome to Arboretum Pediatrics

Congratulations on your bundle of joy! We hope you will 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.

If you choose to join our practice when you deliver your baby, let the newborn nursery know that you have chosen Arboretum Pediatrics to provide the primary care for your newborn. A pediatric hospitalist will round on you and your baby, and the hospital will transfer the newborn records and notes to our office.

Your baby's first visit in our office will be within 48 hours of discharge from the hospital. The pediatric hospitalist who discharges you will discuss follow-up instructions. Before you are seen in our office, there are routine care items that will be performed in the hospital. We have listed those below.

Information about Hospital Routine Newborn Care

The following routine newborn care is done by the newborn nursery at all local hospitals in the Charlotte area. Our physicians consider these treatments/screenings as the basic standard of care for your newborn. Therefore, we require all treatments to be completed during your hospital or birthing center stay in order to continue your newborn's care at Arboretum Pediatrics.

- **Vitamin K Injection** – Newborns only have tiny amounts of Vitamin K in their systems at birth. Vitamin K is needed for normal blood clotting. The Vitamin K injection will boost your child's ability to clot normally to help prevent a possible life-threatening bleeding disorder.
- **Antibiotic Eye Treatment** – Newborns can be exposed to bacteria during the birthing process. Because of this, erythromycin ointment is applied to the eyes of newborns to prevent possible infection or blindness. This eye treatment is a state law in North Carolina.
- **Newborn Screening** – This screening is done by the state of North Carolina on all babies. The newborn nursery will draw a sample of blood through a heel stick and send it to the state lab to be tested for eight different abnormalities. The results of newborn screens are sent to your pediatrician. Your doctor will review the results with you after the report is received.

We hope the information above has given you a picture of what to expect prior to coming to our office for the first time. The rest of the information included is listed below.

- **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 our vaccine schedule, as well as our stance on vaccinations.
- **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 your 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 treat each.



Newborn Insurance Process

When you bring your newborn in for the first visit we ask that you bring a copy of the insurance card to which your child will be added. We will scan a copy into your child's account, and after 45 days we will verify that your child has been added to the insurance. We will then file the outstanding claims with your insurance company.

Once you receive your new insurance card with your newborn on it, you will need to give a copy to us. You can do this in one of two ways:

- Present the card to the front desk at your next office visit so that they can scan it into the system and verify that the information we have on file is correct.
- Email us a copy of the front and back of the card to Arboretumpeds@atriumhealth.org. If you choose this option, please include your newborn's name and date of birth in the email so that we can scan to the correct account.

Once the claims have been filed to your insurance company, you will then be billed for any co-pays, co-insurance, or deductibles that your insurance has deemed your responsibility per your individual policy.

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.