

## WHAT IS A PATIENT-CENTERED MEDICAL HOME?

A medical home is defined as primary care that is accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective. It is a system of care in which a team of health professionals communicate and coordinate all your health care needs to provide the best possible outcomes.

Patient-Centered Medical Homes are where you, the patient, are most important. When you take an active role in your health and partner with us as a team member, you can be sure you are getting the best care.

## **Your Health Care Team**

- Primary Care Provider
- Nurse (RN, LPN)
- Phone Nurse (RN, LPN)
- Care Coordinator (RN, LPN)
- Lab Specialist (MA)
- Nursing Support (MA)
- Referral Specialist (MA)
- · Medical Records Coordinator
- Prior Authorization Specialist
- Front Office Support

## **Your Personal Providers**

Patients at our practice choose a primary care provider with whom they can develop a long-term relationship. This relationship is key to providing continuity and quality medical care. Our goal is to have our patients see the same provider for all primary care visits. We will make every effort to schedule all urgent visits with your provider whenever possible. Your provider will collaborate with your health care team to coordinate your child's medical care.

# **Appointments**

For your convenience, we have a centralized appointment scheduling system at our home office in Montgomery. This allows you to make an appointment at any of our offices.

#### **Well Visits**

We believe in preventative health care through routine age appropriate well-child visits. These visits provide an opportunity for both you and the provider to discuss your child's growth and development. It is our belief that immunizations are one of the safest and most effective ways you can protect your child's health.

#### **OUR PROVIDERS**

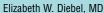
We have eleven highly qualified and well-respected providers. All are residency trained in pediatrics, board certified by the American Board of Pediatrics, and each are active members of the American Academy of Pediatrics.





Catherine L. Wood, MD Susan A. Brannon, MD Lamenda N. Blakenev, MD





Rama L. Mukkamala, MD



Melissa S. McNally, MD



Danielle F. Speight, MD



True B. Hooper, DO



Katharine N. Schull, MD



Carroll Anna Troy, DO



Sabrina McDaniel-Colburn, CRNP

Thank you for giving us the opportunity to partner with you, as parents and caregivers, to offer a team approach in the health care of your children.

> Visit our website for provider bios. www.mykidsdr.com



Our office provides the availability of same-day appointments. We reserve enough time on our schedule to treat patients on a daily basis.

#### **Nurse Line**

You can reach our nurse line during regular office hours. The nurse line is available to give advice and questions you may have regarding minor medical issues.

## **Prescription Refills**

The prescription refill line is available for your convenience. It's just a phone call away. Most prescriptions can be refilled within 24 to 48 hours; however, there are some restrictions.

## **Immunization Records (Blue Slips)**

At every well visit you will receive a Certificate of Immunization (COI) for your child. Should you need additional copies go to our patient portal or call our blue slip line to request one.

#### **After-Hours Care**

Our commitment is to provide 24/7 medical advice and care for our patients. Our medical team takes calls after normal business hours through our on-call phone service system by routing calls and messages to the phone nurse (RN, LPN) and the provider on call.

### How Can You Help?

Be an active team player by...

- Being prepared to share how your child is doing (at play, at school, sleep, etc.).
- Being active in the development of your care plan, following your care plan, and asking questions to your team when needed.
- Being sure we have the most current contact and insurance information on file.
- Bringing your medication list, medical history, and any other records from outside providers so that we may better coordinate your care.
- Being familiar with our practice policies and ask questions if you need assistance.

#### **Scope of Services**

Partners in Pediatrics has trained staff to provide evidence-based quality care to patients from newborn to 18 years of age.

- Clinical staff on-call 24/7
- Nurse line Monday–Friday 8:00am–4:30pm
- Same-day visits
- On-site laboratory services and testing
- Nutritional education
- Self-management & Support Tools
- Medication management
- Hospital privileges at Baptist Medical Center South and East for newborns and in-patient care
- Access to our Patient Portal
- Transition planning and care coordination.

## LOCATIONS & CONTACT INFORMATION

We have three locations to better serve your child's health care needs. Appointments for both locations are made through our Montgomery office. Our normal office hours are Monday through Friday from 8:00am to 4:30pm with additional hours on Monday.

## **Montgomery Locations**

Located in east Montgomery across from Peppertree Shopping

Center in the Sturbridge Commons Office Park 8160 Seaton Place Phone: 334-272-1799 Montgomery, AL 36116 Fax: 334-272-4876 8134 Seaton Place Phone: 334-272-1799

Montgomery, AL 36116 Fax: 334-272-4876



#### **Prattville Location**

Located near historic downtown Prattville

136 East Main Street Phone: 334-272-1799

Prattville, AL 36067 Fax: 334-358-5211





## We Are Your Patient-Centered Medical Home

The American Academy of Pediatrics promotes access to quality Medical Homes for all children and youth.