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New Patient Practice Introduction

Thank you for choosing Andorra Pediatrics as your Patient Centered Medical Home for your family. It is our sincere hope that you are treated in a courteous and professional manner at all times by our staff and that we provide the care you expect to your complete satisfaction.

We have 3 full-time Board certified Pediatricians: Dr. Bob, Dr. Joann, and Dr. Dan. The physicians are on staff at Abington Memorial Hospital are affiliated with St. Christopher's Hospital for Children and Children's Hospital of Philadelphia.

Families can choose which Pediatrician they would like to be their child's primary care doctor. We encourage using one doctor for well checkups for better continuity of care. Further information about appointment scheduling can be found on our web site.

Please visit our web site at: www.andorrapediatrics.com

You will find important information about our office including the following:

1. Appointments & Office Hours, Insurance & Billing, Specialist Referrals, Hospital Affiliations, Telephone Calls, Directions to Office, Emergency Room Utilization
2. A "3D Tour" that will allow you to see the layout of our office.
3. An area where you can view education handouts (printable) that cover many topics in pediatrics.
4. Rash Photo Library
5. An area called "Links" that will direct you to many helpful pediatric information sites.
6. A category called "Multimedia" where your child can take an online quiz.
7. Pictures of "our family" with their job descriptions.
8. Comment Board for your comments about our practice

We will need certain information about all family members so we can enter your family into our computer system. We will provide you with a form for you to fill out that covers the information we will need.

We participate with most insurance companies. **Please remember to check your child's insurance card to be sure "Andorra Pediatrics" is listed as the primary care physician**

If we have not already received your child's previous medical records, we will provide you with a "Record Request Form" for you to fill out to send to your child's previous medical doctor. The information we request includes growth charts, immunization records, problem list, medicine allergies, hospitalizations and/or surgical histories.

Certain insurance companies require patients to use specific outpatient services. These include lab work, X-rays, Mental Health and Physical therapy.

1. **X-rays:** Chestnut Hill Hospital
2. **Lab work:** LabCorp or Quest depending on your insurance.
3. **Physical Therapy:** NovaCare Physical Therapy depending on the age of the child and the problem.

Please check with our office before having any services done. We can help you verify that the specialist your child is to see or the service being done is covered by your insurance so you will not be billed separately.

Please do not hesitate to contact our office at 215-483-8558 if you have any questions about your insurance or would like to set up a time to visit our office. Please ask for Kim Fleming, our assistant office manager or Jann McMaster, our office manager.

Thank you and we look forward to caring for "you and your family".