



The Children's Clinic Patient Handbook

Welcome to The Children's Clinic. Thank you for choosing us to be a part of your child's health care team. We look forward to working with you to make sure your child receives the care they need to help keep them healthy and happy. Our goal is to provide and maintain a good physician-patient relationship. Our practice uses evidenced based guidelines to provide personalized, primary care, preventative and health maintenance care and access to various specialty services. We also fully coordinate care for patients with disabilities, chronic illnesses and other complex medical conditions. We hope the information provided here will answer many of the questions you may have about our practice.

We have two locations to conveniently serve you. Our west end office is located on Zimmerman Trail between Grand and Poly at 3401 Avenue E. Our downtown location is located across the street from the front doors at St. Vincent Healthcare, at 1232 N 30th Street. There are city bus stops conveniently located near both locations.

Type of Practice:

Dr. Bodley, Dr. Collett, Dr. Jagodzinski, Dr. Kummer, Dr. Langohr, Dr. Nicholson, Dr. Standish, Dr. Tapia, Dr. Vilai and Dr. Yonts are physicians who care for infants, children and adolescents. Dr. Laura Nicholson provides specialized evaluation of children with disabilities and behavioral issues at the request of their primary care doctor. Although all of our pediatricians provide care to adolescents, Jean Braden, Nurse Practitioner, specializes in adolescent care. In addition, our lactation consultant, Lesli Gould provides mothers with personalized breastfeeding assistance. We provide comprehensive well child and acute sick medical care to individuals from birth through 21 years of age. Each of our physicians is board-certified in pediatrics and knowledgeable of community resources and regional subspecialists to provide your family with comprehensive, coordinated care.

Group Practice:

The Children's Clinic is designed as a group medical practice. Each provider is part of that group practice. While we encourage you to select a Primary Care Provider (PCP) by your third visit to our office, there may be times when your preferred provider is unavailable. Although we try to be accommodating to patient preference and provider

availability, we suggest that patients be willing to see any provider available for acute and emergent care. Due to our Electronic Medical Record, all of our providers have access to information about your child available to them, regardless of which location you go to. It is your prerogative to wait for an open appointment in your PCP's schedule for follow up and routine appointments. However, you must understand that there may not be an opening for a few days or weeks, depending on your appointment request and that provider's schedule.

Office Hours:

The Children's Clinic is staffed by a pediatrician 7 days a week and has extended hours in the evening to accommodate acute care needs for the pediatric patient. You can schedule an appointment to see one of our providers during regular office hours:

Monday - Friday: 08:00 a.m. - 7:00 p.m.

Saturday: 08:00 a.m. - 5:00 p.m.

Sunday: 11:30 p.m. - 5:30 p.m.

Appointments:

Our patients are seen by appointment only. All appointments are entered into our EPIC Electronic Medical Record System (EMR). If you need an appointment for any ongoing or chronic problems and well check-ups, please call in advance so that we may schedule your child's appointment at a time that is convenient for you. Some types of appointments may take several weeks to schedule so we encourage you to call well in advance. Some visits require more time. Please provide appropriate information to the receptionist upon scheduling your appointment if your child has a detailed problem, (such as ADHD, learning disability or is in need of a procedure or immunization). Saturday and Sunday appointments are not pre-scheduled. Most Saturday and Sunday appointments are reserved for acute/urgent care so our established patients can avoid an emergency room visit. These appointments are for urgent needs which cannot be postponed until Monday. Examples of an acute/urgent care visit would be one where your child significantly worsened on Friday or Saturday night or woke up with a high fever, severe diarrhea or vomiting. Please arrive 15 minutes early for your first appointment to allow time to complete the new patient paperwork. If you arrive more than 15 minutes late for your scheduled appointment, you may be asked to reschedule in order to allow us to provide timely care and minimize the waiting time for all of our patients.

At The Children's Clinic, we feel every child is a special individual and deserves his or her own appointment during which he or she receives our undivided attention. Please join us in honoring your child in this way! If you have multiple children and would like to have each child seen one after the other, we can accommodate your needs. Simply schedule them in adjacent slots when you call for your appointments. In general, we do not recommend this for more than two child well-checks because it may be hard for little ones to stay in place for that period of time. However, if you live far away from

the office or have a special circumstance, we will do our best to accommodate your needs.

If you are a new patient, it is helpful to have all medical and immunization records sent to us PRIOR to the visit so these can be put into our EMR. Please call the originating office and request to sign a release of records. Our clinic will call you 48 hours before your appointment to remind you of the date and time that it is scheduled.

Appointments are available each day to see patients who are acutely ill. If your child is having a problem, please call as early in the day as possible so that we can schedule your child in the next available appointment time.

To schedule an appointment, please call (406) 281-8700 and select option 2. For every appointment please bring:

- ❖ Your insurance or Medicaid card
- ❖ A list of current prescription and non-prescription medications, vitamins and supplements
- ❖ A good description of your child's problem (how long have they been sick and how it has been affecting them)
- ❖ A list of questions you would like to discuss with a member of your medical team

Special Accommodations:

The Children's Clinic is accessible by wheelchair through the front door. Handicapped parking is available on the south side of the building at the west end office. Interpreters can be provided for your visit if needed. Please let the receptionist know your needs at the time the appointment is scheduled so arrangements can be made. Let us know if you prefer to receive your care from a Spanish or Thai speaking physician.

Missed Appointments/No Shows:

We recognize that patients may need to cancel or change an appointment but if you must cancel or reschedule an appointment, please give us as much notice as possible so that other patients may utilize the time. If you call 30 minutes or less from your scheduled appointment time, it will be considered a no-show appointment. You will receive letters notifying you of no show appointments. In consideration of our patients, if you receive four no show letters in a twelve month period, you may be asked to transfer from the practice.

Sick and Well Waiting Rooms:

We offer separate sick and well entrances at both of our clinic locations. We ask that you limit the number of guests that accompany you and your child on an office visit. Seating is limited in our waiting areas and your guests might be exposed to illnesses.

If you suspect your child is ill to any degree please be considerate and keep your child in the sick reception area. If you think your child has chicken pox or TB and needs to be seen, please discuss entry into the facility with the front desk receptionist prior to bringing your child into the clinic. If your child is immunocompromised, please notify us and we will room them immediately.

If you are unsure as to whether you should sit on the sick or well side, the receptionist in your pod will help you decide. They have been trained by our pediatricians as to what denotes a sick or well visit so please consider their request as to which waiting room to sit in.

Well Child Visits (check-ups):

The newborn's first visit will be scheduled at the downtown office within a few days of birth. Subsequent well visits will occur at 3 weeks, 2, 4, 6, 9, 12, 15, 18, 24 months and then annually starting at 3 years of age at the location of your choice. These visits provide an assessment of all aspects of your child's health, growth, development and behavior. Please see our Schedule of Well Baby Visits and Immunizations for information about which immunizations your child will get at each visit. Routine health maintenance visits, immunizations and screening tests are scheduled according to the recommendations of the American Academy of Pediatrics (AAP). This schedule can be found on our website or in the notebook you received at your child's birth. Please ask your doctor or nurse if you did not receive a notebook.

The AAP recommends using pre-visit screening tools to assist with early identification of health, developmental and behavioral issues. The Ages & Stages questionnaire (developmental screening tool) is to be completed before the 9 month and 2 year visit and the M-CHAT (an autism screening tool) before the 18 month visit. Patients with ADD/ADHD will be assessed using the Vanderbilt tool. The SCARED form, the CDI or the PHQ9 may be used with those with a diagnosis of depression.

Phone Calls:

At The Children's Clinic we want you to feel comfortable with all aspects of your child's health and we believe you should have access to your health care providers. For that reason, a phone triage nurse will be dedicated to doing just that during office hours. You can call the nurse triage line at 281-8700 option 3. The phone nurse may be busy giving advice to another caller so you may have to leave a message for her but she will return your call in order of urgency as soon as she can. All calls will be returned on the same day. The phone nurse can help you decide if your child needs to be seen in the office or if there is something you might try at home first. If your child is ill, please take his/her temperature prior to calling so we can help you more quickly. Our phone nurses have been educated and trained by our providers to assist you with medical advice. The reference book used by our phone nurses is *Pediatric Telephone Protocols* by Barton D. Schmitt, MD, FAAP. If your problem does require that you speak with the

they, or the pediatrician on call will return your call as soon as possible. Physicians may not be able to return calls until after 12:00 noon or until after 5:00 p.m. All phone calls are documented through our EMR into your child's chart for later reference.

After Hours/Weekends:

If you have a life threatening emergency, call 911 immediately. When The Children's Clinic is closed, our pediatricians provide on-call service 24 hours a day, 7 days a week. If your child becomes sick after hours or on a holiday and you need advice, call 281-8700. The answering service will contact the on call physician to return your call. If you have not received a return call in 30 minutes, please call again.

Insurance:

The Children's Clinic accepts many insurance plans. Please check with your insurance directly to determine if The Children's Clinic providers are listed as participating (in-network) providers with your particular insurance plan. Employers choose different insurance coverage and we may not know the specifics of your insurance plan. It is your responsibility to assure that your insurance is in order when you come to see us. Be sure to sign up any new family members (babies, etc.) with your insurance carrier immediately, to obtain coverage. Most insurance companies will not cover the baby after 30 days if they have not been added to the policy.

Billing Policies:

Co-payments, co-insurances, deductibles and any charges for non-insurance covered services are due at check-in. You may pay with a major credit card, personal check or cash.

Please call if you have a question about your bill. Most problems can be settled quickly and easily and your call will prevent any misunderstandings. Let us know if your family is under significant financial hardship. Special arrangements can be made for extended payment plans if necessary. If a reduced payment arrangement is made with the clinic, future co-payments must still be made at the time of service - by law, they may not be included in a payment plan. We want to be sure that your family receives the care you need and deserve and satisfactory arrangements can almost always be made. Financial considerations should never prevent children from receiving the care they need at the time they need it. Our patient accounts representative is here daily, Monday - Friday. You can contact the billing office by calling 281-8700 option 6.

We must have updated confirmation of your insurance **at every visit**. It is your responsibility to let us know of any changes in insurance data, addresses, telephone numbers etc. If no proof of insurance is provided, you will be responsible for the cost of the visit. As a courtesy, our billing office will handle submission of your claim for your appointment directly to your insurance company and will bill you for any remaining balance after the insurance has paid its share. Any charges remaining unpaid 45 days

after the date of service are considered past due. In this case, we will make every effort to contact the person responsible for the delinquent balance and arrange an equitable payment schedule. However, if no effort is made to pay the balance due, it may be sent to a collection agency. In this situation the account will be put on a cash only basis and you will be required to pay cash at each subsequent visit.

Laboratory and Diagnostic Tests:

We draw blood at both locations of our office and send the samples to Quest Diagnostics or St. Vincent Healthcare for analysis. If your insurance requires you to or if you prefer to use another laboratory, we can send the orders with you to have your blood drawn there. Most other routine diagnostic and radiology tests are done at St. Vincent Healthcare located at 1233 N 30th Street. Your provider or nurse will call you to discuss the results of the testing and any needed follow up.

Lab Tests:

All positive lab results will be reported to you once we receive the information from the lab. Please remember that it usually takes 48-72 hours to return results. There are some tests, however, that are sent to the state lab and take longer to be returned, such as the newborn screening test and certain viral panels.

Circumcisions:

Circumcisions are routinely done in the hospital prior to discharge. All infants require a dose of Vitamin K before the procedure can be completed. Most infants receive this injection at birth in the hospital. If the procedure is done in the clinic, Children's Clinic will bill your insurance for the procedure. If your child is covered by Medicaid, or any other insurance that does not cover circumcisions, payment is required before the procedure.

Due to the cost of equipment, the charge for in clinic circumcisions is greater than the charge for the procedure being done in the hospital.

The policy of The Children's Clinic is that this procedure must be completed before the baby is 3 weeks old.

Referrals:

Most managed care insurance plans require referrals if you are seeking care from anyone other than your primary care provider. We have a list of specialists that we recommend on a regular basis that have been compiled based on positive experience with their services. If your PCP recommends you see a specialist, we will send a written referral along with a referral letter or office notes to that provider. Please allow 3 - 5 days for this to be completed before calling the specialist to make the appointment. Please contact the specialist's office 2 business days before your visit to verify that

the referral process has been completed and they have received the necessary records. This will ensure no complications occur on the day of your visit.

Forms:

School physicals, daycare, camp and similar forms take time to review and to provide all requested information. We will complete these forms as soon as possible but it may take up to one week. They can be mailed to you or picked up at either office location. If your child has not had a physical or well child check within the last 12 months, an appointment for a well visit will be required.

Vaccines:

The Children's Clinic believes children and young adults should receive all of the recommended vaccines according to the schedule published by the *Centers for Disease Control and Prevention* and the *American Academy of Pediatrics*. Vaccinating your children may be the single most important health-promoting intervention we perform as health care providers and that you can perform as parents/caregivers. If your child has not been seen in the past three years, we will only administer the state required vaccinations until a well-child visit has taken place to allow the provider to counsel you on the recommended vaccinations appropriate for your child's age.

We are happy to provide you with a record of your child's vaccinations if needed. All vaccines, both historical and current, will be entered into our EMR. Our clinic policy is that ImMTrax is considered the official record. ImMTrax is a state-wide computerized system that collects data from all vaccine providers and consolidates into a report. Although we may be able to complete it sooner, please allow 24 hours for this report to be generated.

If you elect not to immunize your child, you will be asked to sign a waiver. It is your responsibility to inform the provider at each encounter, including telephone calls, that your child is not immunized to ensure they receive the appropriate care. Please recognize that by not vaccinating you are putting your child at unnecessary risk for life threatening illnesses, disability, and even death.

Prescription Refills:

Prescription refills can be called in directly to our prescription refill line by calling 281-8700 option 4. This line is checked frequently by the phone triage nurse throughout the day. Please allow 48 hours for all prescriptions to be processed. We can send most prescriptions to the pharmacy electronically, but in some cases you will need to present the written prescription to the pharmacy in person. In this case, the prescription can be picked up at either location of The Children's Clinic, mailed to you or mailed directly to your pharmacy. When leaving a message on the prescription refill line, please provide the child's name, date of birth, name of the medication and the pharmacy you use. Certain chronic conditions may require an office visit prior to the medication

being refilled in order to monitor effectiveness and/or side effects of the medication. If your child is being seen for ADD/ADHD, most of our providers require an office visit at least every six months to monitor the medications effectiveness and side effects. Some medicines used for ADD/ADHD are controlled substances and the procedures for dispensing them are strictly regulated by the FDA.

Please note that refills for some medications can only be given to patients who have been seen within the last year. If your child has not been seen for a while, you may need to schedule an appointment before the refill can be completed. Antibiotics will not be prescribed over the telephone without a clinic visit.

Medical Records:

A medical records release form must be completed before records can be released from our office. You may stop by either location to complete the form or we can mail it to you. Our clinic policy is that we are only able to release records that have originated from The Children's Clinic. We will not release copies of anything sent to us from another physician or practice. Records cannot be sent through email but they can be sent to you electronically on a CD. There is typically not a fee for medical records but in some legal circumstances, there may be a fee for this service. To contact our medical records representative, please call 281-8700 option 5 and leave a message.

MyChart

MyChart offers you personalized and secure online access to portions of your electronic medical record (EMR) at no charge. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart you can:

- Review your medications, immunizations, allergies, problem list and history
- View details of past and upcoming appointments
- Receive some lab results online
- Communicate electronically and securely with your care team
- Review health education topics provided by your doctor or nurse practitioner
- And more!

MyChart may be used for routine communication with your physician's office but is not intended to replace office visits with your provider. Providers may not be able to answer all your questions electronically. They may request that you schedule an appointment to make an accurate diagnosis and determine the best treatment plan for your condition. At your office visit, you will be given a welcome letter which will contain an activation code. All you need is a computer connected to the Internet and an up-to-date browser and you'll be on your way!

HIPAA:

At The Children's Clinic, we strive to keep your information private according to the guidelines of the Health Insurance Portability and Accountability Act of 1996

(HIPAA). This notice describes how medical information about your minor child may be used and disclosed and how you can obtain access to this information. Upon your request, we will provide you with a copy of the Notice of Privacy Practices in person or by calling the office and requesting that a copy be sent to you in the mail. You may also ask for one at the time of your child's next appointment. We understand the importance of your privacy and every effort will be made upon check-in to maintain that privacy. Please assist the receptionists in verifying your information by staying at their desks answering their questions until the check-in is completed.

Students and Residents:

Our practice is associated with the Washington, Wyoming, Alaska, Montana, and Idaho medical school program (WWAMI). Our physicians also teach family practice residents from the Billings Family Practice Residency Program. Medical students, family practice residents, nurse practitioner students, RN and LPN students train and work with us in the office and may participate in your child's care. With your permission, these professionals will be involved in your child's visit in various ways. The pediatrician or nurse practitioner will completely review their work, examine your child and decide on the best treatment plan. We appreciate your cooperation with these programs. If you do not wish to have a student involved in your child's care, please tell us immediately.