

GBMC PEDIATRIC GROUP

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Summer/Fall 2015

Dear Families of the GBMC Pediatric Group:

We hope you are enjoying the beautiful Baltimore summer weather. The start of school and fall is just around the corner. We would like to take this opportunity to share news of some changes within the practice and to remind you of current office policies.

We are very sad to bid farewell to our beloved Dr. Julie Yeh. Dr. Yeh will be relocating to her native San Francisco in August. This move will be bittersweet; she will be near her family, but will leave behind her adoring patients, colleagues, and friends in Baltimore. Dr. Yeh has been tirelessly caring for families for over a decade. We will miss her dearly, but wish her best in her new adventure. Dr. Yeh's patients will be reassigned to the other providers in our practice.

We are delighted to welcome Abby Adams, RN, CPNP to our practice. Abby received her undergraduate degree from Sweet Briar College. She then went on to receive her Bachelor's Degree in Nursing from Johns Hopkins School of Nursing. Abby worked as a nurse at GBMC in the Newborn Nursery for 7 years providing care to newborns and their families. Abby has a strong interest in lactation and plans to pursue her International Board Certified Lactation Consultant's license in the near future. She attended the University of Maryland School of Nursing for her Advanced Degree in Pediatric Nursing and recently became Board Certified as a Pediatric Nurse Practitioner. Abby is excited to join the practice and begin building relationships with patients and their families. She also looks forward to offering lactation support to new breastfeeding mothers. Abby will be accepting new patients. Please join us in welcoming Abby to our group.

Flu season is quickly approaching. We anticipate flu vaccinations starting in October, dependent upon the arrival of the vaccines. Please call the office on the day that you wish to bring your child in to schedule a time for vaccination. We will start by offering flu vaccines Tuesday through Friday from 8:30am to 4:30pm, and may add some Saturday morning sessions.

Lastly, below are some reminders of our **office practices and policies**:

- **Hours:** Monday – Friday: 8:30am-5pm, with evening hours on Mondays and Wednesdays. Saturdays: 8:30am-11am for sick visits only.
- **After-hours telephone calls:** We have a pediatrician on call 24/7 for emergency issues when the office is closed. If you need to reach us, please call our office number, the operator will take your message and contact the doctor on call. You will receive a call back from the doctor within one to two hours. The fee for phone calls made after-hours when we provide medical advice that does not result in a doctor visit within twenty-four hours is \$20.00. This charge is not covered by most insurance plans and is the responsibility of the patient. Please do not use this after-hours line for scheduling appointments or medication refills.

- **Late arrival policy:** We encourage patients to arrive 10 minutes before their scheduled appointment time for check in, insurance verification, etc. If you arrive later than 15 minutes from your scheduled appointment, you may be asked to reschedule your appointment.
- **Cancellation policy:** If you cannot make your appointment, please call us before your appointment time. We are happy to reschedule you. Patients who miss multiple appointments without calling ahead may be subject to dismissal from the practice. In addition, there may be a no show fee of \$50.00 if there has been a pattern of missed appointments.
- **School and Camp Forms:** We encourage patients to submit forms as early as possible. Please remember to complete the parent section of the forms first to ensure the most current information about your child is known to us. This is important for your child's safety. Forms will not be completed unless the patient section has been completed first. **The turnaround time for forms is ten business days.** The form fee per child per calendar year for all forms is \$25.00. There is an additional charge of \$25.00 for forms needed within 24 hours.
- **Co-payments:** Co-pays are due at the time of visit. Please note that **your insurance card needs to be checked at each visit.** We regret this seeming waste of time, but we experience too many inaccurate insurance cards. If you do not have your card with you and your insurance has changed, you will receive a bill for that visit.
- **Patient Surveys:** Please complete patient surveys that you receive by mail or electronically after your visits. We use your feedback to improve the services that we provide your children. We appreciate your time and effort in this quality improvement endeavor.
- **Patient Portal:** Please sign up for the patient portal. This will enable you to communicate with us via email for **non-urgent** questions and to check on your child's immunization status and labs.
- **Website:** We have one! URL: www.gbmc.org/pediatrics

As always, we thank you for allowing us to care for your children. It is an honor and a privilege for us to be your medical home.

Sincerely,

GBMC Pediatric Group