



Dear Parent(s),

Congratulations!

Thank you for choosing Delaware Pediatrics to serve your family's healthcare needs. Our practice consists of physicians, nurse practitioners and physician assistants. As primary care providers, we are experienced in providing comprehensive health care. The main goals of Delaware Pediatrics are to provide the highest quality of patient care and patient satisfaction in a friendly and professional environment. The importance of preventive care is central to our practice philosophy.

In 2011, Delaware Pediatrics was recognized as a Patient Centered Medical Home. A medical home is a concept based on teamwork-teamwork between providers and their clinical staff, providers and specialists, and clinical teams and their patients. Together, the members of your child's team, using evidenced based guidelines, focus on the care and services your family needs.

It is our goal to meet your child's healthcare needs within our medical home. To that end, Delaware Pediatrics offers evening and Saturday morning appointments for both routine well care as well as urgent problems. Other comprehensive services offered include lactation consults, asthma education, nutrition education, counseling via an on-site social worker, and psychiatric consultations/treatment via an on-site pediatric psychiatrist.

A provider is always on call to address concerns after hours. Please use the main number, 716-884-0230, to receive instructions on how to reach the on-call provider. The same number may be used for questions and concerns that arise during routine business hours.

We are responsible for coordinating your child's care and ask that you keep us informed of any care your child has received outside of our practice. This includes urgent care centers, emergency rooms and specialists. If you feel that your child may require the emergency room, please call our office so that we can discuss the problem and notify the emergency room that you will be coming. For life threatening emergencies, please call 911. When receiving care at another facility, it is important that you give the physicians there our contact information, so that we may receive information about that visit.

Your first visit to our office will give us the opportunity to review your child's medical and family history. Please be sure to bring your completed "New Patient Information" form as well as the "HEALTHeLINK" consent form included in this packet. Enclosed you will also find a records release form to be filled out and sent to your previous primary care provider. Please have records sent to our office **before** your first appointment. This helps to ensure the best care possible for your child at this visit. Should you have any problems getting these records, our front office staff will gladly assist you.

Welcome to Delaware Pediatrics!