

Confidentiality

Your child's medical record is strictly private. Our offices do not give out information regarding your child's condition to your employer, friends or relatives without your permission. The only exception to this is when required by law, as in referral for specialized treatment, industrial injuries, assault, etc.

Physician-Patient Relations

These are best when based on a mutual understanding. We make a special effort to explain everything to you regarding your child's condition, medicines, treatment, etc. If you have questions, or if something is not clear to you, please ask or call.

Our offices have chosen our personnel, office procedures and medical equipment with thought and care to provide quality medical services in a pleasant, efficient and friendly atmosphere. If you have any suggestions or comments about our service or fees, please tell us so we may better serve you and your family.

If you have any concerns or complaints and would like to speak with the administrator in charge of our physician practices, please call 814-375-2075.



**Penn
Highlands
Healthcare**

PEDIATRICS AT PENN HIGHLANDS HEALTHCARE

With six convenient locations:

PENN HIGHLANDS CENTER FOR CHILDREN'S CARE

Samuel J. Waterworth Building
1033 Turnpike Avenue
Clearfield, PA 16830
814-768-7618

PENN HIGHLANDS PEDIATRICS

240 Allegheny Boulevard, Suite 1
Brookville, PA 15825
814-849-3014

PENN HIGHLANDS PEDIATRICS

529 Sunflower Drive
DuBois, PA 15801
814-371-1510

PENN HIGHLANDS PEDIATRICS

135 B Midway Drive
DuBois, PA 15801
814-371-1771

PENN HIGHLANDS PEDIATRICS

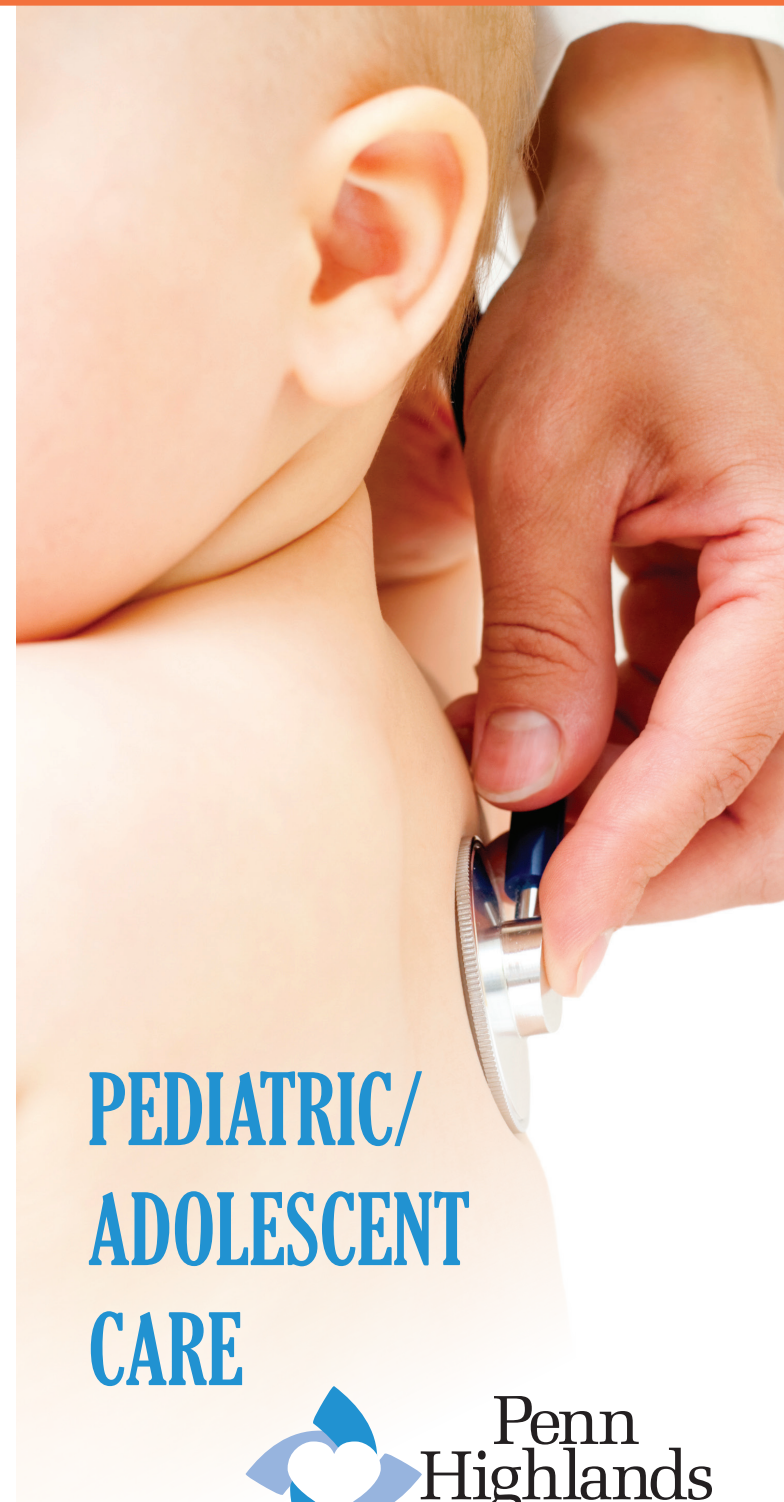
551 W. Manhoning Street
Punxsutawney, PA 15767
814-938-2602

PENN HIGHLANDS PEDIATRICS

761 Johnsonburg Road, Suite 340
St. Marys, PA 15857
814-788-8015

Accepting most major insurance plans.
A Service of Penn Highlands DuBois

February 2016



**PEDIATRIC/
ADOLESCENT
CARE**



**Penn
Highlands
Healthcare**

SERVICES PROVIDED

Penn Highlands Healthcare Pediatricians provide a variety of services including:

- Preventive care (immunizations, EPSDT Screens)
- Physical exams (camp, day care, driver's, school, pre-employment)
- Acute and chronic medical care
- ADHD/Autism diagnosis and treatment
- Wart removal
- Allergy injections
- Hearing screens and vision testing
- Urinalysis, hemoglobin, glucose and strep testing
- Disability exams as scheduled by Department of Disability Determination
- Referral Services for specialized services

Services may vary at the different locations.

We utilize the local hospital laboratory and radiology for testing. Some testing is done on site.

Pediatric Offices

Our goal is to promote physically and emotionally healthy children. We serve children from birth through age 18. Our providers attend to adolescents over age 18 throughout their college years. They can assist your child in transition when the time to move on to an adult physician arrives. Most adult practices require you to schedule an appointment months in advance.



Pediatric Staff

The Penn Highlands physicians are board certified pediatricians. They follow the recommendations of the American Academy of Pediatrics.

Making Appointments

Our staff in all locations see patients by appointment Monday-Friday.

The DuBois, Sunflower Drive practice, also offers evening and Saturday appointments to patients within their particular practice. Saturday hours are for sick visits only. Please call their office at 8 a.m. if you need to bring your child in on Saturday.

To schedule an appointment, please call the specific office. Someone is available to answer questions during office hours. Feel free to ask questions. If it is important to you, please ask. There is always a provider on call 24/7.

The pediatric practices at Penn Highlands Healthcare try their best to stay on schedule, although emergencies sometimes arise. If an office has an acutely ill child, we put that child ahead of others. If you are on a time schedule, feel free to call ahead to check on the office timeliness. Please assist us by being on time for your appointment. We ask your patience if you have to wait; we know your time is valuable. We do not like to keep you waiting. If you are more than 15 minutes late for your appointment, you may be asked to reschedule.

Canceling Appointments and No-Show Policy

If you are unable to keep your appointment or are going to be late, please call the appropriate office as soon as possible. This courtesy allows us to better serve other patients. Repeated no-shows may be asked to leave the practice.

Medication Refills and Test Results

Routine medication refills are done via fax. Call your pharmacy and have them fax us a request. We review and respond within 24 hours. This allows for consistent record keeping. You may call for test results. We call if test results are abnormal. We do not call you back with normal test results.

Emergency and After-Hour Calls

If you have an urgent problem, please call the office for instructions.

Telephone Calls

All medical questions are handled by a triage nurse or nursing staff. The best time to call regarding a sick child is 8 a.m. You may be asked to call us to report on your child's condition once treatment has begun.

Please call us if you have questions (*late morning or early afternoon*) regarding your child's condition, medication and/or treatment. The staff is specially trained to answer your questions, arrange prescription refills, etc. Many diseases/illnesses have similar symptoms, so if your child has developed a complication or a new problem, please understand the need for a re-examination in the office.

Fees and Billing

Charges for office visits and procedures are determined by the time spent, and vary with the severity or complexity of the visit.

Please have your insurance card(s) and copayment at each visit. This helps us to serve you more effectively. You may use a personal check, Master Card or Visa. If you need to arrange a payment plan please ask the secretary to provide you with the appropriate phone number.

Insurance and Referrals

Penn Highlands pediatricians participate in most major health plans.

Insurance plans vary and may cover from zero to 95 percent of your medical costs. You are responsible for any amount not covered by your plan.

Referrals are made to medical specialists as necessary. Our staff is supported by the resources and staff of the hospitals in the Penn Highlands Healthcare system. Referrals are made on the basis of patient choice and availability.