



Dear Families of GBMC Health Partners Pediatric Group:

Thank you for allowing us to be your child's medical home. It is an honor and a privilege.

Please join us in welcoming Holly Mathews, CRNP. She lives locally with her 2-year-old son and new baby daughter. We are so lucky to have her on our team and know you will enjoy meeting her.

Some office updates and helpful reminders:

Construction

Construction will continue to affect the GBMC campus for the next year. Please come early for your appointment to allow extra time for parking. If you arrive later than 15 minutes than your appointment time, you will be asked to reschedule.

Office hours

Monday – Friday, 8 a.m. – 5 p.m., with evening hours on Mondays, Tuesdays, and Wednesdays until 7pm. Saturdays: 8 a.m. – 11 a.m. for sick visits only. Please call us in advance for all office visits. We have many appointment slots available daily for same-day sick visits. We are unable to accommodate walk-in appointments.

MyChart

MyChart messaging is a great way to contact our office about non-urgent questions and follow-up questions. The option to attach pictures is one that has been a great help to us, and we encourage you to use it. However, please understand that due to the large volume of messages, we often must ask parents of patients to schedule a video or in-person visit to discuss their concerns. This is typically the case if your message includes a question that is not a yes-or-no response or is a new problem we have not discussed with you before.

Please note that GBMC providers are now able to charge for MyChart messages that are addressing new concerns or complex issues that would otherwise be a scheduled visit. If this charge is applicable to your message, you will receive a message from us letting you know of this charge and asking if you would like to continue with your message.

MyChart or email is great for referral requests. Send us a MyChart message, email referrals@gbmc.org, or call 443-849-3151 with the date of your child's appointment, the name, location, phone, and fax number of the specialist they are seeing, and the reason for the visit. Your message will go directly to our referral team. This speeds up the process for you and us.

Scheduling

Although some practices allow scheduling of visits through MyChart, due to the unique nature of pediatrics, we are unable to do so. Please call us to schedule the right time for your child. Remember, we do offer Saturday morning sick visits and have some evening appointments on Monday, Tuesday, and Wednesday.

Please call in April to schedule your child's summer well visit. Summers are very busy for well visits, and we book up early. Last-minute appointments for physicals do open up, so you are welcome to call back often to check.

We understand schedules change, but please call us at least four hours prior to your appointment if you need to reschedule. Patients who miss multiple appointments without calling will be dismissed from the practice.

Co-Payments and Insurance

Co-pays are due at the time of visit. Please bring a copy of your insurance card (a picture is fine) to each visit and update us of any changes to your address or phone number. Sending a picture of a new card to MyChart is also helpful. We want to be able to bill the correct insurance. If we have inaccurate insurance information, you will receive a bill for the visit. Please also be aware if you have an insurance that has a PCP listed on the card, that PCP needs to be our office. If someone else is listed, you will need to call and have it changed before being seen in our office.

After-hour emergency phone calls

We have a pediatric on-call nurse service for emergency issues when the office is closed. If you need to reach them, please call our office number and you will receive a call back by a nurse. They are trained to help you determine whether your child needs to go to the emergency room/urgent care or if you can provide home care until the office reopens. They cannot schedule appointments, call in prescription refills or help with non-urgent issues. We do reserve the right to charge a \$20 fee for after-hours phone calls that are not associated with a past or future visit to us or the emergency room.

Forms

From June to September, the number of forms we receive is overwhelming. We work hard to keep up and return them to you within 10 business days. Please send them early with your parent portion filled out and include a list of any medications, including dosages, your child will need at camp or school. This is a patient safety issue and if not completed properly, it will delay the forms so please review them before sending them to us. Also, let us know how you want the form returned to you. Many patients find it helpful to use our dedicated forms email address to email us the forms at pediatricassociates@gbmc.org. We charge \$20 per set of forms and there is an extra \$25 rush fee if needed in 48 hours.

Vaccines

We expect the Flu vaccines to arrive in early September and will start offering them at well visits as soon as they arrive. In addition, we will start scheduling our popular Flu shot clinics in October and will post details on our phones and website. We currently have COVID vaccines, including the bivalent booster, available at your child's well visits. We will restart COVID vaccine clinics as needed. Please be aware that pharmacies, schools, and health clinics have COVID and

Flu vaccines as well and we encourage you to schedule through them if convenient and available to your child.

Controlled Substance Prescriptions

Just a reminder that if your child uses a controlled substance (ADHD medication) or is on another long-term medication requiring monitoring, you will be required to schedule a medication monitoring appointment at least every 3-6 months. When you need a refill, please send your refill request through MyChart with a note verifying your child's dose and pharmacy. Please allow four business days for processing.

Website and Podcast

We are working on updating our website - check it out:

<https://www.gbmc.org/services/pediatric-group>

Dr. Terry Nguyen has a NEW podcast, Practical Parenting, to help you throughout your parenting journey. Topics covered include behavioral issues and common pediatric ailments. Parenting questions may be sent to Dr. Terry by completing this form - <https://gbmc.formstack.com/forms/practicalparenting>. Submit a question and you could be featured on one of our next episodes! To learn more and listen, visit www.gbmc.org/podcast. The podcast is also available on Apple Podcast, Spotify, YouTube, and Amazon Music.



As always, we thank you for allowing us to care for your children,

Dr. Theresa Nguyen

Dr. Rachel Plotnick

Dr. Betty Abebe-Wolpaw

Dr. Erin Hong

Nurse Practitioner Abby Adams

Nurse Practitioner Holly Mathews