



Garden Pediatrics Welcome Packet



255 Terracina Blvd, Ste 205/AB Redlands, CA 92373

Appointments: 909-792-8866 Fax: 909-792-9395

www.gardenpediatrics.com



Welcome to Garden Pediatrics!

We are so pleased that you have trusted the care of your child to us. Our name is derived from our fundamental belief that one of a pediatrician's prime responsibilities is not only to care for your kids when sick but also to help them grow strong and healthy. Being moms ourselves, we understand the joys and challenges involved in parenting. We want to help you enjoy the fun parts more fully and help make the tough parts more bearable.

The joys that come with parenting many times include their rapid growth and development. In what we call "well visits" (or "physicals" for the older child) we track the progress of what developmental milestones they have achieved and outline the plans and goals for the next well visit interval. At this visit we also track the weight and growth and make sure that they are physically developing as they should. Further, we care how you and your child are developing emotionally as well and can help with specific behavior issues or parenting struggles that you may be wrestling with.

From personal experience we can say that some of the most heart wrenching times associated with parenting occur when your child is sick. We recognize that and want to be available to you to help make your child better and ease suffering whenever possible. We will fit your child in to our schedule to be seen on the same day that you call if we feel that he or she needs to be seen that day. When you call after hours, you will receive a call back from either Dr. Carter or Dr. McClure within a short time and we will help you over the phone or bring you in to the office if need be. We recognize that your job as a parent doesn't end at 5pm and our job as your child's pediatrician doesn't end at that time either.

Thank you for coming to see us. We look forward to taking care of you child as he or she grows and getting to know you better through the years.

Garden Pediatrics Outline

Services Provided

Garden Pediatrics provides quality health related services to children from birth through college age. This includes well care, sick care and minor procedures as well as coordination of care if your child is hospitalized.

Facility and Locations

Garden Pediatrics has one office:

255 Terracina Boulevard,
Suite 205 A (Sick Entrance) & B (Well Entrance)
Redlands, California 92373

909-792-8866 (office)

909792-9395 (fax)

Hospitals affiliated with:

Redlands Community Hospital

Loma Linda Children's Hospital

Hours of Operation

Monday through Friday — 8:30am-5:00pm

Wednesday — extended hours available until 8:30pm

Alternate Sundays — by appointment

Mission Statement

Garden Pediatrics. Helping Your Child Grow

A distinctive, caring, up-to-date pediatric practice serving the Inland Empire region where the staff loves to work and patients look forward to visiting.



Values

Distinctive

- Aesthetically appealing environment for children and their caregivers
- Compassionate, timely treatment when ill, with focus on education and prevention during well visits
- Small medical-group atmosphere

Caring

- Calls directly to physician outside of office hours
- Convenient times available for visits including extended weekday hours and weekends

Up-To-Date

- Strong clinical skills and medical knowledge
- Electronic medical records and office management system

Service

- Community involvement through mother's groups, health fairs, and other venues

Garden Pediatrics Operations

Garden Pediatrics is a general pediatric practice with two pediatricians, Dr. Cameo Carter, MD and Dr. Erika McClure, MD, who are also moms. You can request one to be your primary pediatrician who you will see for your child's well visits and most sick visits. If your primary pediatrician is unavailable, you may be seen by the other pediatrician.

Call

Dr. Carter and Dr. McClure alternate hospital and phone call every week starting Monday morning. If you phone our main number after hours you will be able to leave a message. The outgoing message also gives you the on call physician's number, 909-792-8801. This number is directed to the on-call physician's mobile. If she is unable to answer immediately, you can leave a voicemail being

sure to leave your name, your child's name and phone number. Dr. Carter or Dr. McClure will then call you back as soon as possible. If it is something we can address over the phone then your need will be taken care of that way. Sometimes the doctor may want to see you in the office and ask you to meet her there. If it is an emergency you should go to the ER. Although the ER will then take care of your child, we would like to be notified that your child has been seen so that we can do appropriate follow-up, so please call our office to let us know.

Newborns

We offer a complimentary pre-delivery visit as you await your new baby. Please call and schedule a visit with one of our pediatricians. During this appointment you will tour our office and meet with either Dr. Carter or Dr. McClure. This time is valuable to discuss how Garden Pediatrics operates, any concerns you may have and a health care plan for your newborn.

We have privileges at both Redlands Community Hospital as well as Loma Linda University Medical Center. We have asked the nursery to notify us within several hours of your baby's birth so that we can come and see him or her.

If you wish, we offer circumcisions for infant males. This can be done at the hospital or soon after in our office. Some health plans do not cover this procedure but can be paid by you directly.

The birth of a baby is an exciting time for everyone. It can also be a little scary, especially the first time. We are here to support you and your new child as you navigate this new adventure together.

Arrival and Late Policy

Please arrive 15 minutes prior to your first visit to The Garden to allow time for paperwork and registration. On subsequent visits, we ask you to arrive 10 minutes prior to your appointment time. We strive to limit wait time. In order to accomplish this goal, we may have to reschedule your appointment if you are more than 10 minutes late.

Food and Drink Policy

You may notice that other suites in our building do not allow food or drink inside. However, we do allow your child to have snacks and drinks in our office. Please help us keep not only our suite clean but also the building in general to help keep our neighbors happy!



Additional Services Offered

Numbing Cream \$12

This is useful for children who are afraid of injections and blood draws. Cream is applied to the site 20 minutes prior to the procedure. Not available for ear-piercing.

Ear-piercing \$45

Our medical assistants are trained and will work with you on determining perfect placement of your child's earrings. This also includes your choice earrings, cleaning aids, and carry bag.

A wide selection of earrings are available.

Baby Spa

Newborn Manicure Express \$10

Many parents are fearful of the first few trims of their precious infant's nails.

We will help take some of the worry from you by carefully clipping the nails shorter and then filing them to soften the edges.

The Garden Newborn Manicure \$15

As above with instruction, materials and carry-case

Cradle Cap Therapy \$30-\$60

Some parents are concerned about the cosmetic appearance Seborrheic Dermatitis, which afflicts some infants. While not harmful and difficult to completely eradicate, we provide a treatment which can help remove it.

Treatment and instructions are given along with supplies to repeat at home.

Infant massage – available Summer 2010

Long touted as a relief for fussy babies with colic, infant massage can be a nice relaxation technique and another tool in your box of tricks to soothe your newborn.

Several packages are available.

Basic — 20 minutes \$50

Basic infant massage with soothing music and baby-safe moisturizing oils

The Garden Massage — 35 minutes \$60

As above with added instruction and sample materials

The Garden Package — 3 full sessions \$150

Instruction sessions with sample materials

Gift certificates available for all additional services listed



Garden Pediatrics Staff

Dr. Cameo Carter, MD

Dr. Carter is a board certified pediatrician and mom who loves what she does.

She graduated from college with a degree in Psychology and worked as a preschool teacher shortly thereafter. During this time she decided to go into medicine, knowing that she wanted to take care of kids.

While rotating through pediatrics in medical school, she knew that this specialty was her perfect match and has enjoyed her work immensely ever since. She has obtained awards both in medical school and residency from Loma Linda University Children's Hospital in pediatrics and is a frequently requested speaker in the community. Dr. Carter enjoys educating, whether it is to a group of two or 200.

Garden Pediatrics has been a dream of Dr. Carter's since medical school. "Helping your child grow" is the motto for Garden Pediatrics. It is a theme she incorporates not only through the decorating schemes but also in the approach she takes to pediatric practice. As an advocate for children's wellness and a person with energy and creativity, Dr. Carter takes a team approach to pediatric medicine. She encourages children to be involved in their own health care and health maintenance, as well as coaches and cheers on parents as they seek to raise their children.

Married to her high school sweetheart, they began their own in-house pediatric group almost seven years ago with the birth of their first son. Two more boys have joined the cooperative since and bring much joy and education.

Dr. Erika McClure, MD

Dr. McClure is a board certified pediatrician who can't imagine a more fulfilling profession.

She obtained her medical education and finished her pediatric specialty residency at Loma Linda University Medical Center. Throughout her residency she obtained numerous awards, including intern of the year, neonatal intensive care unit intern of the year and teaching resident of the year. Teaching families, children and other medical professionals are a special passion of hers, and therefore was delighted when she was selected to spend a year as chief pediatric resident and help direct resident medical education. She is also very interested in international health and education, and has had the privilege to volunteer in Uganda, Brazil and the South Pacific.

She is thrilled to be serving families at Garden Pediatrics. Being able to help ill children feel better and monitor growth and development in such a beautiful and family accessible office setting is a dream come true.

Dr. McClure has been happily married to her wonderful husband since medical school and has two sons.

Garden Pediatrics Staff

Please hover over our staff's pictures on our website (gardenpediatrics.com) to learn more about each team member.

Office Manager — Melissa D. Walker

Billing — Alma Rendon

Office Assistant — Lundun Hawkins

Medical Assistants — Carla Delgado, Lead;
Eileen Martinez, Jamie Taylor, Sophie Dudley



Registration Form

Child's Information

Last name: _____ First name: _____ MI: _____

DOB: _____ Sex: (circle one) Male Female

Primary Address: _____

Home phone: _____ Mobile Phone: _____

Language(s) Spoken: _____

Emergency contact Information (Other than parent)

Name: _____

Phone number: _____ Relationship: _____

Parent Information

Parent #1: Last name: _____ First name: _____

DOB: _____ SSN: _____

Address: _____

City: _____ Zip: _____

Home email: _____ Work email: _____

Home phone: _____ Day phone: _____

Cell phone: _____ Fax: _____

Preferred method of contact(please circle one): Phone Email Cell

Parent #2: Last name: _____ First name: _____

DOB: _____ SSN: _____

Address: _____

City: _____ Zip: _____

Home email: _____ Work email: _____

Home phone: _____ Day phone: _____

Cell phone: _____ Fax: _____

Preferred method of contact (please circle one): Phone Email Cell



Insurance Form

Subscriber Information

Primary Insurance Coverage

Last name: _____ First name: _____

Gender: _____ Male _____ Female DOB: _____

Insurance carrier: _____

Subscriber ID: _____

Group number: _____

Copay (listed on insurance card): _____

Employer/School name: _____

Address: _____

Policy Holder Signature: _____

Secondary Insurance Coverage

Last name: _____ First name: _____

Gender: _____ Male _____ Female DOB: _____

Insurance carrier: _____

Subscriber ID: _____

Group number: _____

Copay (listed on insurance card): _____

Employer/School name: _____

Address: _____

Policy Holder Signature: _____



Communication Consent

I hereby give consent for Garden Pediatrics to use and disclose protected health information (PIH) about me to carry out treatment, payment and healthcare operations (TPO). (Garden Pediatrics' Notice of Privacy Practices provides a more complete description of such uses and disclosures).

I have the right to review the Notice of Privacy Practices prior to signing this consent. Garden Pediatrics reserves the right to revise its Notice of Privacy Practices at anytime. A revised Notices of Privacy Practices may be obtained by forwarding a written request to Garden Pediatrics' Privacy Officer at 255 Terracina Blvd Suite 205 A/B, Redlands, CA 92373.

With this consent, Garden Pediatrics may **call** my home or other alternative location and leave a message on voice mail or in person in reference to any items that assist the practice in carrying out TPO, such as appointment reminders, insurance items and any calls pertaining to my child's clinical care. Including laboratory results among others.

With this consent, Garden Pediatrics may **mail** to my home or other alternative location any items that assist the practice in carrying out TPO, such as appointment reminder cards and patient statements as long as they are marked Personal and Confidential.

With this consent, Garden Pediatrics may **e-mail** to my home or other alternative location any items that assist the practice in carrying out TPO, such as appointment reminder cards and patient statements. I have the right to request that Garden Pediatrics restrict how it uses or discloses my child's PHI to carry out TPO. However, the practice is not required to agree to my requested restrictions, but if it does, it is bound by this agreement.

By signing this form, I am consenting to Garden Pediatrics' use and disclosure of my child's PHI to carry out TPO.

I may revoke my consent in writing except to the extent that the practice has already made disclosures in reliance upon my prior consent. If I do not sign this consent, or later revoke it, Garden Pediatrics may decline to provide treatment to me.

Parent or legal guardian (print/sign)



