



**Brett Walls**  
*Chief Operations Officer*  
*Chief Financial Officer*

### **Update Regarding Redlands Community Hospital and Garden Pediatrics**

Friends and Family of Garden Pediatrics,

As owners of Garden Pediatrics, we continuously review the services we offer and the ways we can improve the efficiency and effectiveness of the care we provide our patients, while thinking about the well-being of our staff. Garden Pediatrics has elected to discontinue privileges for our physicians at Redlands Community Hospital, for the time being. You may be asking why we did that and how it impacts you.

We'll start with a brief background on the environment of a community hospital. Community hospital physicians are comprised of a set of physicians from the community. In some cases, there are staff physicians, but the staff is made up predominantly of physicians who practice elsewhere in addition to their responsibilities at the hospital. Care for patients at a community hospital is governed by a set of rules and when a contract between the hospital and the physician is established, "privileges" are granted to the physician to practice medicine at the community hospital. In the case of pediatrics, the contract usually calls for a mix of seeing patients that belong to the home practice as well as patients who do not have a primary pediatrician assigned to them. There are many other dynamics and responsibilities of the relationship between a physician and the community hospital, but this is the basic framework.

As this relates to Garden Pediatrics, one of the elements of our responsibility to Redlands Community Hospital is to provide staffing coverage for those unassigned, on-call babies. We have worked diligently with the hospital's medical staffing office for some time and were not able to find a workable solution to the scheduling challenges we faced. The primary negative impact on Garden Pediatrics was that we needed to regularly reschedule our own patient visits or our doctors arrived significantly late to our scheduled visits in the clinic. Either way, we caused significant issues for our primary patient population and for our doctors, who were attempting to juggle these very competing priorities.

Our decision to discontinue privileges at Redlands Community Hospital is solely based on the scheduling challenges we could not resolve. This decision, while extremely difficult, allows us to regain focused on the Garden Pediatrics patient population.

If you have any questions about this action or any other element of this decision, please feel free to contact me directly. I've included a brief set of Frequently Asked Questions (FAQ), on the next page, as well.

Sincerely,  
Brett Walls



## *Frequently Asked Questions*

### **Q: I'm an expecting parent who is planning to deliver at RCH. What does this mean for me?**

Garden Pediatrics is very excited to see your newborn! You will be seen by staff physicians at RCH during your inpatient stay. We'll see you and your newborn in our offices after discharge. Your first visit is typically scheduled within the first 48 hours after birth. You can find out more about this process by visiting:

<http://www.gardenpediatrics.com/newborn>

### **Q: What happens if I'm concerned about my baby during my hospital stay? Can you still see me?**

Unfortunately, the bylaws of RCH do not allow us to visit you as a physician. We can, however, provide assistance and advice via several methods:

Phone: 909-792.8866 extension 2

Email: [nurse@gardenpediatrics.com](mailto:nurse@gardenpediatrics.com)

Patient portal: [portal.thegardenpediatricgroup.com](http://portal.thegardenpediatricgroup.com)

### **Q: If my child is sick and needs to be seen at RCH, does this change anything?**

No, your child will still get the same care from the staff physicians at RCH as they would if we still continued privileges.

### **Q: Is this decision permanent?**

Garden Pediatrics continuously review the services we offer and the ways we can improve the efficiency and effectiveness of the care we provide our patients, while thinking about the well-being of our staff. This means we will revisit this decision on a somewhat regular basis.

### **Q: Does this affect any privileges with Loma Linda University Medical Center or Loma Linda University Children's Hospital?**

No, this decision is unrelated to LLUMC and LLUCH. We will continue to see babies at both institutions for the foreseeable future.