

## Introduction to Sprout Pediatrics

Because we're different it's important you know how Sprout Pediatrics works. We want to ensure that we are a good fit for you and your family, so please review our policies and procedures, and feel free to ask questions.

- ↓ I am open minded, minimalist, have great respect for natural processes, and firmly believe in science. I understand that parenting is hard, and I am committed to helping parents understand evidence, find answers and make their own best decisions.
- ↓ I do prescribe antibiotics but not without evaluation or when they are not indicated. Many, if not most, childhood infections are viral and do not benefit from or require antibiotics. Antibiotic stewardship is critical for your child, the population and the environment. I carefully evaluate medicines & treatments of all kinds for safety and effectiveness before making recommendations, and will provide many comfort care suggestions.
- ↓ I work hard to support breast-feeding. However my priority will always be the health of your child. This may include supplementing with formula if needed for growth concerns.
- ↓ I have special interests in environmental, alternative and complementary medicine but I am a Medical Doctor. I am committed to treating the whole child, integrating medical care with educational, social, and emotional health in the context of her or his family and culture.
- ↓ The art and science of prevention is fundamental to pediatrics. Pediatricians aim to support children's growth and development to give them lasting health and wellbeing. Our best tools are well child care, including screening and immunizations, and ongoing care of chronic & intermittent illnesses. Patients interested only in sick and urgent care will find other resources more suitable.
- ↓ I follow the American Academy of Pediatrics and ACIP recommended vaccine schedule. I am well trained to evaluate research, and the vast amount of data on vaccine preventable diseases and vaccination is unequivocal. I am happy to discuss vaccination and help families get or get back on schedule, and I do not accommodate alternate vaccine schedules.
- ↓ Advice is easily accessible at all times. I am usually available for urgent questions and appointments. If I am out of cell phone range patients can reach my backup provider directly for advice about urgent matters. Online appointment booking, refill requests and other communication will be available as usual. I will notify patients in advance if I'm unavailable for longer than two days, and my schedule will be arranged to meet patient needs ahead of time and maximize appointment availability when I return.
- ↓ I make every effort to have appointments available on short notice and after hours. Please contact us first if you need urgent care as we can treat most minor emergencies (lacerations, cuts, mild fractures, sprains) in the office. For life-threatening emergencies, call 911 or go to the nearest hospital emergency department.
- ↓ Keeping appointments open for short notice and scheduling appointments that are two to four

times longer than at most doctors' offices significantly increases the repercussions of missed appointments. Please be aware that missed appointments without cancellation in advance jeopardize this appointment structure and access.

- ✚ In order to provide personalized, thorough care efficiently Sprout makes considerable use of technology. I insist that all patients use the online portal, and use of the portal, website, email and text messages is our primary method of communication & scheduling. I have great confidence in the security and reliability of my service contractors and have chosen carefully for features and ease of use. I am happy to assist anyone who needs extra help setting up or using accounts; please ask.
- ✚ While virtual communication is convenient, there are times when a visit or phone call is necessary. Don't hesitate to call. Please follow your instincts about communication and trust mine as well, as email is not equal to face-to-face discussion and examination.
- ✚ To best use our time together I strongly encourage you to use the online portal and website to complete forms, surveys, and screening questionnaires in advance of appointments.
- ✚ Being small will allow me to provide extraordinary care but will also require cooperation from all Sprout families. Messages are preferred for all non-urgent matters, and do-it-yourself online scheduling, payments and record access will help me be fully present for everyone in the office by preventing excessive interruptions to answer the phone.
- ✚ I believe care coordination is central to high quality primary care. Especially in pediatrics, administrative services (such as coordination of referrals, handling refills outside of office visits, after hours calls, phone consultation with specialists & schools, obtaining medical records, managing a patient portal and filling out school, work and other forms) consume a remarkable amount of time and are rarely covered by insurance. Most clinics hire additional staff to perform and bill for these duties, which I found to be inefficient and error prone. In order to cover our costs we charge an annual administrative fee of \$120 for one child and \$60 for each additional child.
- ✚ I work to balance the highest level of medical care and service with its cost. We will discuss cost openly when I believe it is important in decision-making & whenever you have concerns. Sometimes the best care is phone or email advice instead of or before a visit, but the current system is based on payment only for office visits. Other clinics may charge for or discourage phone calls and most send all calls to nurses, I prefer to take your calls & emails and make plans without being driven by reimbursement. The administrative fee enables me to recommend you 'try this first' and skip an inefficient, premature or unnecessary office visit.
- ✚ Before your second appointment we will help you sign you up for the portal, create a website password, complete the remainder of the registration process and set up payment accounts. At that visit we will do a brief orientation to the office.

**I look forward to providing your children with individualized, comprehensive healthcare and your family with unsurpassed access to your pediatrician and our lending library, classes, and extraordinary office.**