

Practice Office Hours

The office hours for Pediatric Care Group, P.A. are as follows:

Monday - Friday: 8:30am-7:30pm

Saturday: 8:00am-12:00pm

In the event you need to reach our office after the above office hours, please call the office at:

(407) 275-2676

An on-call provider will call you back. As always, if you are having a true emergency, still call 911.

Access to Information is at the tip of your fingers!!!

We have implemented a Web-based computer system via a Patient Portal that will allow you to learn about a particular medical condition, electronically communicate with your child's Healthcare Team, and receive electronic reminders about your child's personal conditions

Please let us know how we can help you better

- Educational Materials
- Information on Health Insurance Options
- Behavioral healthcare needs are coordinated with other practices
- Transferring patient records
- Coordinating Care with outside providers or facilities



Your child's healthcare team promises to:

- **Partner** with you to help you meet your child's health care goals
- **Listen** to all of your concerns
- **Include you** in decisions regarding your child's health care
- **Equal Access** regardless of the source of payment family's ability to pay.
- **Explain** your child's health care instructions
- **Answer** all of your health care questions
- **Coordinate** all of your child's health care needs, including prescriptions, lab work, and specialty care
- **Respect** your child's cultural background and language preferences



Pediatric Care Group, P.A.

7848 Lake Underhill Road
Orlando, FL 32822
Tel: (407) 275-2676
Fax: (407) 275-2681

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We Are Your Family-Centered Medical Home

Ask us about our wide array of educational materials personalized for your child's health care needs. Available in English and Spanish

Phone: (407) 275-2676

Website: <http://www.pcgpa.com/>

Patient Portal: [https://](https://pediatriccaregroup.patientmedrecords.com/)

pediatriccaregroup.patientmedrecords.com/

Your Medical Home

You Can Make Care Better and Appointments Go Well if You Do the Following:

- Communicate with all the members about your child's health and needs
- Share any updates on medications, dietary supplements, or remedies your child is using, and any questions you may have.
- Tell us when your child sees another health care provider so we can add them to your child's team and help coordinate your child's care.
- Ask questions about your child's care, tell us when you don't understand something, and ask for information about how to keep your child as healthy as possible
- Work with us to develop and follow a plan that's best for your child's health
- Let us know if you do not receive your child's test results within 2 weeks
- Contact us after hours if you feel your child's issue cannot wait until the next day
- Offer any feedback you might have to help us improve your child's care.
- Let us know if your child needs a prescription medication refill



What are the core components of a Medical Home?

Personal Physician - Each patient has an ongoing relationship with a personal physician trained to provide continuous, comprehensive care. Your child's personal physician leads a team who collectively take responsibility for your child's ongoing, evidence based care, regardless of your family's ability to pay.

Whole Person Orientation - Your child's personal physician is responsible for providing all your child's healthcare needs and for appropriately arranging care with other qualified professionals. This includes acute, chronic, and preventative.

Care is Coordinated and Integrated - Your child's healthcare team will coordinate your child's care with other elements of the healthcare system, such as subspecialty care, hospitals, home health agencies, and ancillary providers. We use an array of information technology, registries, health information exchanges, etc. to make sure your child gets the care that he or she needs.

Quality and Safety - By centralizing your care, the potential for errors is minimized and the quality of care is enhanced.

Enhanced Access to Care - Open scheduling and access to evidence-based care, makes it easier and faster to get the care your child needs.

Behavioral Health needs prioritized - We take your child's emotional and psychological health and well-being seriously. Your child's healthcare team will coordinate your child's care with specialists, pharmacies and community resources.

Medical Health information transitions - Our staff prioritizes the smooth transfer of records from all previous providers in line with HIPAA regulations. Our front desk staff is your point of contact for this process.

What is a Medical Home?

A Medical Home is not a building, house, or hospital, but rather an approach to providing comprehensive health care. Our goal is to make it easy and comfortable to get the care your child needs in a way that works best for you. We are here to facilitate a personal partnership with you and your family to provide your child with the best quality, comprehensive, and progressive primary care.

What are the benefits of a Medical Home?

For Urgent Care issues during working hours your child's primary care clinician (Or another provider in our team if your child's primary care physician is not available) will see your child the same day. Simply call our main office number for a same-day appointment. Please call us before heading to the Emergency Room, we can help! Our providers are available even after business hours using the same office number.



PLEASE ASK US
ABOUT YOUR
CHILD'S ONLINE
PATIENT PORTAL -

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