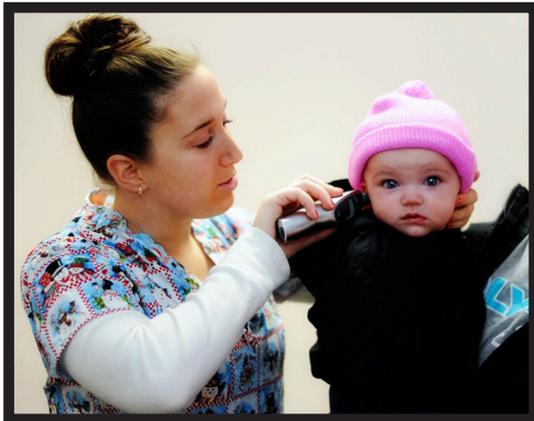


# WE ARE HERE FOR YOU 24/7



Our practice provides  
a 24 hour on-call nurse  
triage service.

When you call our office outside of business hours you will be connected with a nurse who will evaluate your child's medical needs and advise you on how you should proceed.

Our medical staff will always call you to follow up on the next business day and offer an appointment if the child should be seen for the concerns.



## Office Hours

Mon-Thurs 8am — 7pm  
Friday 8am — 5pm  
Saturday 8am — 12pm



## Pediatric Associates

*of Lewiston*

*Serving the Community Over 50 Years!*

33 Mollison Way  
Lewiston, ME 04240  
Phone: 207-784-5782  
Fax: 207-783-9268  
[www.pedihc.com](http://www.pedihc.com)



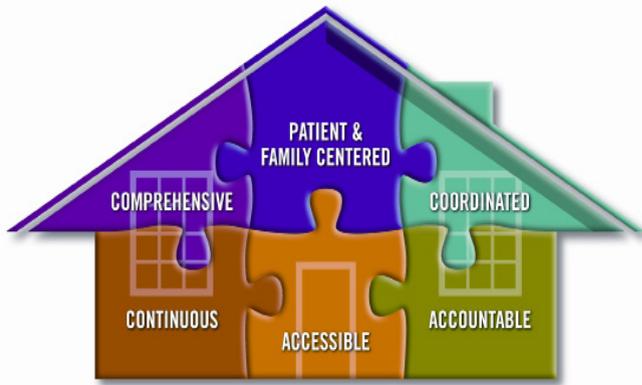
2011



*Welcome to Your  
Child's Medical Home*



## WHAT IS A PATIENT CENTERED MEDICAL HOME?



A “medical home” is a medical office in which a team of healthcare professionals, or “care team”, work together to provide a new, expanded type of care to your children.

Having a medical home feels like having an old style family doctor, but with a team of professionals working together. Your care team will use modern knowledge and technology to provide the best possible care for your child.

## WHO IS ON YOUR CHILD'S TEAM?

Your child's primary care provider, medical assistant, office assistant, and any specialist/ therapist your child may see. The number one team member is YOU the GUARDIAN/PARENT.

## WHAT YOUR CARE TEAM WILL DO:

### Learn About Your Child

Your child's Care Team will get to know your child and their medical history. They will also get to know your family and your preferences. They will remember these details about your child every time you seek care and suggest the treatments that will make the most sense.

### Communicate With You

Your providers will give you time to ask questions and will answer them in a way you can easily understand. They will make sure you know and understand all the options you have for care and help you to decide what may be the best option. Sometimes more care is not better care.

### Support You in Caring for Your Child

Your provider will make sure that you are leaving the office with a clear understanding of how to care for your child at home. They will help you to set goals for your child's care and help you meet those goals one step at a time. You will be given information about resources and services to help you learn more about your child's condition and keep them healthy.

## WHAT YOU CAN DO:

### Learn About Caring for Your Child

Learn about your child's condition and what you can do to keep them healthy. Know that you are a partner in your child's care and, as best as you can, follow the plan that you and your child's care team have agreed upon. This is very important to your child's health. If you have questions, please ask!

### Communicate With Your Child's Care Team

Bring a list of questions to each of your child's appointments. Also bring a list of what medications and/or vitamins and remedies your child uses.

Always tell your child's care team when you don't understand something they've said. Ask them to explain it in a different way.

Provide your child's providers with information about any care they have received from other health care professionals so they can provide the best care.

