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Welcome to our Office!

Congratulations! This is such an exciting time in your life, and we are delighted for you to consider us as your practice of choice. We are honored to partner with you and your child along their life journey. Caring for children is a privilege that we both enjoy and take seriously. This journey starts right from birth, when we will support you with breastfeeding advice, commiserate with you through those sleepless nights (we have all been there!), and monitor your baby's growth and development. We will continue to help and advise you through tantrums and toilet training, picky eating and sibling rivalries, academics and sports injuries, proms and college transitions.

About us

Our group has been around since 1959. We pride ourselves on forming long-lasting relationships with our patients and families to develop and support a thriving future and maintain good health. Our mission is to provide exceptional health care for your child from birth to young adulthood. We believe it is essential to focus on preventative care as well as health education. Both parent and child play an essential role in this process, especially as your child ages.

Team care

We encourage you and your child to be involved in care plans. We partner with you and your child to develop healthy habits to maintain good health. We also have provider *Teams* assigned to your child(ren), that way, if you are unable to see your Primary Care Physician, you have other providers here to meet your needs. An electronic medical record allows us to keep up to date on your child(ren)'s care. *Team* assignments allow for supportive relationships, continuity of care and access to other medical professional's when urgent needs arise.

Why choose us?

We know kids. It is our vision that children enjoy the best possible health, families lead healthy lifestyles, and communities value children as their highest priority.

We're here. A lot. We're open 363 days of the year. We are here until 9 p.m. Monday through Thursday and open until 6 p.m. Friday. We also have Saturday and Sunday morning appointments and are open most major holidays (closed Thanksgiving and Christmas).

We're like family. We've watched many of our patients grow up and come back with their children and even grandchildren!

We're online. From Facebook to a mobile-friendly website and convenient patient portal. Visit our website for plenty of resources at www.panoramapeds.com

Access

We have same day acute slots saved for unexpected illness and urgent concerns. In addition, evening hours, holidays and weekends are allotted to acute illness (for insurance purposes, these are considered afterhour appointments and are subject to be billed as afterhours care, because they are outside of our normal weekday business hours). We feel it is important for those who know your child, care for your child.

We have you covered 24/7. If your child is experiencing a life-threatening emergency, dial 9-1-1. If you have questions about a sick child, call our office during normal weekday hours, Monday-Friday from 7:30-4 p.m. After hours, call our answering service at (585) 453-2211. When we are not in the office, a professional is on call and can be reached through our answering service. After hours, your calls are first answered by a trained pediatric nurse, one of our nurse practitioners, or our physician assistant. A physician from the practice is also on call and available for consultation.

We involve our patients in their medical care. You have access to medical records through our patient portal. This gives patients better access to their own electronic medical record with a goal of taking charge of their health and medical record as they age to their teens.

Vaccine Philosophy (refer to Resources → Panorama Pediatrics' Immunization Schedule)

We passionately believe in the effectiveness of vaccines to prevent serious illness and to save lives. Vaccinating children and young adults may be the single most important health-promoting intervention we perform as health care providers, and that you can perform as parents/caregivers. The recommended vaccines and their schedule given are the results of decades of scientific study and data gathering on millions of children by thousands of our brightest scientists and physicians. We therefore firmly believe and require that all infants, children and young adults at our practice receive all the recommended vaccines according to the schedule published by the Centers for Disease Control and the American Academy of Pediatrics. As medical professionals, we feel very strongly that vaccinating children on schedule with currently available vaccines is absolutely the right thing to do for those individually and the community at large. Please feel free to discuss any questions or concerns you may have about vaccines with your provider.

Services

In office testing for lead and cholesterol screening, bilirubin and blood counts, flu, strep, covid, mono and RSV. We provide all recommended immunizations to your child. We provide in-office nebulizer treatments, do minor procedures, ear piercings and have emergency medications on-site.

Resources (Checkout our "Resources" tab on our website)

We are here to help! Whether it is a question about billing, your child's care, behaviors, breastfeeding or navigating our website/portal, we can help. We understand healthcare itself and a new baby can be overwhelming, so please talk with a member of our office regarding any questions or concerns you may have. We have plenty of resources on our website and within our office to work with you and make sure you are well supported.

Checkout our "symptom checker" (located under the Resources tab) on our website for tips, tricks, and tools to better support you.

Practice Standards

We've outlined standard practice & policies below:

Medication Management & Routine Care:

We schedule our patients for follow-up visits based on wellness checks, chronic conditions, medication management and individualized healthcare needs. Earlier intervention, including preventative screening, medication management, routine follow-up and disease management has been proven to save lives and reduce suffering. These visits could be anywhere from every 1, 3, 6 months or yearly, based on your individual care plan. We expect patients to attend all of their scheduled appointments, including wellness visits, medication management and disease management.

Our standard turnaround time for processing items is as follows (*please note, these turnaround times are based on normal weekday hours which are Monday-Friday 7:30-4 p.m.*):

Patient Note – 2 business weekdays

Prescription Refills – 3 business weekdays (please request through our patient portal or call your pharmacy)

Forms – 7-10 business weekdays

Urgent referrals – 3 business weekdays

Results – 2 business weekdays
Non-urgent patient calls – 2 business weekdays
Portal requests – 3 business weekdays

*Prescription refills, portal messages and routine matters are not processed on evenings, weekends, or holidays.
Business weekdays are defined as M-F 730-4 p.m.*

No Show and Cancellation Policy:

PPG is committed to providing all our patients with exceptional care. When a patient cancels without giving enough notice to our office, it prevents another patient from being seen. We strive to keep our schedules running efficiently, ask you to take responsibility and keep scheduled appointments.

Please arrive 10 minutes before your scheduled appointment time to allow sufficient registration and check-in time. Bring your insurance card and expect to pay at the time of service for all copay, coinsurance, and high deductible plans.

As a courtesy to you in remembering appointments, we offer automated reminder calls, provide you with appointment cards and offer a patient portal to view upcoming appointments, but ultimately, we rely on you to arrive for all appointments.

If you cannot make an appointment, we ask that you notify our office at least 24 hours' in advance. This allows us to offer your appointment to another patient.

Failure to notify our office of your cancellation in a timely manner will result in a no-show visit and future consequences will apply if no prior notice is made. If you do not show for visits and fail to cancel your appointment with 24 hours' advance notice, you are at risk of being discharged.

- 1st time - a reminder letter
- 2nd time – a charge of \$50
- 3rd time – and subsequent visits thereafter – a charge of \$50 and your physician will decide whether care can be continued at the practice

Please be considerate of the time dedicated to your appointment and provide adequate notice to our office if unable to make an appointment.

Insurance and billing

We participate with many different plans. Please verify with your insurance carrier that we are in network with your specific plan. Because benefits change from one year to the next, it is your responsibility to understand the terms of your insurance plan and services covered. If your insurance company does not pay for a service, you will be responsible for the out-of-pocket cost.

- The process for billing medical visits has evolved due to payer request as insurers have adopted high deductible models, not by physician choice of preference. The services are now being billed piecemeal whereas it used to be one lump sum. That all being said, it is important for your provider to deliver the best care possible; this includes preventative screening, testing, labwork, medication, and disease management.
- Insurance no longer pays for everything, even some care that you or your health care provider have good reason to think is needed.
- Please know your insurance plan guideline regarding physical examinations (one every 12 months or one per calendar year), lab work and copay/deductibles.
 - We perform recommended screenings appropriate to age and seek to uncover any conditions that may lead to suboptimal health in years to come. In our experience, some insurance plans cover these screenings, and some do not. Because there are so many different insurance companies and plans, we do not know in advance what will and will not be covered. It is your responsibility to understand what services are covered by your insurance plan.

- When services other than preventative are performed (such as addressing acute and chronic issues), the cost-share (copay/coinsurance) associated with the other service may apply.
- Please bring your insurance card (and photo ID) to each visit and inform us whenever your insurance plan changes.
- PCP (Primary Care Physician) Information – When adding a new member or changing plans, please make sure the PCP information is correct.
- When a new baby is born, you must promptly notify both your insurance company, as well as your Human Resources Department so that baby can be added to your policy (your hospital DOES NOT do this – refer to our “Expecting” tab → “Newborn insurance”).
- Copay/deductible and balances due are expected at the time of the visit from the patient or parent/guardian who accompanies the child, regardless of any other financial/legal arrangements dictating who will pay, or a service charge will be added to your account. An additional billing fee will be added to an account every 30 days for failure to make payment or payment arrangements with the Business Office (#381-4982).
- Account balances are due upon receipt of the first monthly statement. Outstanding account balances after the first statement will incur a monthly billing fee.
- In the event a check is returned for insufficient funds, a service charge will be added to your account.

Uninsured or Non-participating insurances

Financial hardship should never stand in the way of medical care. Since open communication can benefit both parties, you should discuss your circumstances with the Business Office (585-381-4982) so that payment arrangements can be made as early as possible. If you need assistance in obtaining insurance for your uninsured child(ren), we are happy to help. We have a partnership with an insurance Navigator to assist you in obtaining insurance for your child(ren).

- Uninsured patients are expected to make a payment at the time of service for all visits.
- If we do not participate with your insurance carrier, we will file the claim with them as a courtesy to facilitate prompt payment.
- We will bill your insurance company only once and it will be your responsibility to pay for our services within 30 days of the date of the visit.

We welcome you to our practice, look forward to providing medical care to your child(ren) and developing a long-lasting relationship.

Your Team at Panorama Pediatric Group!