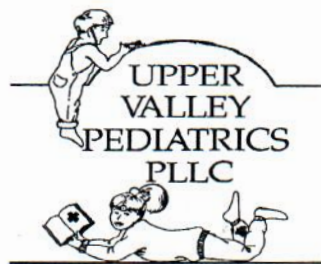


331 Upper Plain
Bradford, VT 05033
Phone: (802) 222-4722
Fax: (802) 222-4709



Pediatric & Adolescent Healthcare

332 Route 113
East Thetford, VT 05043
Phone: (802) 785-4722
Fax: (802) 785-4709

Upper Valley Pediatrics is a primary care medical and mental health practice providing comprehensive care, both preventative and therapeutic, to infants, children and young adults. All young people should have convenient access to a skilled and compassionate medical home that anticipates future problems and provides appropriate interventions for acute and chronic illnesses, honest, clear communication between patient, parents and healthcare provider(s) is the key to providing such care. Through open communication we hope to engender and maintain a sense of trust and confidence in our relationship. Please remember that no question is too trivial, no issue too difficult to be discussed openly with your healthcare provider.

We invite our patients and their families to lead us in our efforts to provide them with skilled, affordable and compassionate care.

OFFICE HOURS: The **Bradford** office is open Monday through Friday 8:00am to 5:00pm and Saturdays 8:30am to 11:30am. We have a satellite office in **East Thetford** as well; currently that office is open Mondays, Tuesdays & Thursdays 8:30am to 5:00pm, Fridays 1pm – 5pm. Office visits are by appointment only, in either location. If your child is ill and you are not certain if he/she should be seen, call the office. The office staff is trained in pediatric issues and can determine if an office visit would be helpful, as well as offer advice in the interim. If you feel you need to speak directly with the doctors or nurse practitioners please let us know. We take definite pride in our ability for our patients, and their parents, to access us.

AFTER HOURS: After regular office hours call the office number (802) 222-4722. One of the doctors is always on call. A recording will tell you how to access the doctor on call. Many problems can be solved over the phone. If an after-hours office visit is needed we will make arrangements to do so.

HOSPITAL CARE: We are members of the medical staff at Dartmouth-Hitchcock Medical Center and a short distance from Cottage Hospital, the local hospital in Woodsville, NH. Should the need for hospitalization occur, you (the parents/guardians) will decide what hospital you would prefer.

INSURANCE COPAYS ARE EXPECTED FOR EVERY VISIT AT THE TIME OF THE VISIT.

The support staff is very knowledgeable about insurance coverage and we will bill most insurances directly. Managed care has made it very important that we are designated as your child's primary care provider (PCP). It has also made it necessary for you to secure referrals from us for specialist care and often for visits to the hospital.

MISSED APPOINTMENTS: Any patient who misses a scheduled appointment without giving notice prior to the appointment will be assessed a "no show fee" that must be paid prior to the next office visit. The "no show fee" is not billable to insurance. We are aware that unexpected situations do arise, please let us know, extraordinary circumstances will certainly be taken into consideration.

Financial hardship should not prevent any child from receiving healthcare. Please speak with us if financial difficulties arise, fee adjustments can be made.

FEE SCHEDULE: Information regarding our fees is available upon request.

REGULAR WELL CHILD CARE: Pediatrics more than any other specialty is dedicated to the concept of preventive medicine. The best way to treat any medical problem is to ensure that it never happens. This is best applied through frequent and timely well child visits. We follow the schedule below based upon the American Academy of Pediatrics' recommendations. During these visits we will discuss with you and your child any questions or issues that have arisen, perform screening tests as necessary administer immunizations, and thoroughly examine your child. We welcome you to come prepared with a list of your questions and expect to have them answered.

SCHEDULED VISITS

1-5 days - 2 weeks - 1 month - 2 months - 4 months - 6 months - 9 months
12 months - 15 months - 18 months - 2 years - 2 ½ years - 3 years - 4 years
5 years - and annually thereafter.

IMMUNIZATION SCHEDULE

2 Weeks	Hep B #1 if not received @ birth
2 Months	DTaP #1, Polio, Hib, Hep B #2, Pneumococcal #1, Rotavirus
4 Months	DTaP #2, Polio, Hib, Pneumococcal #2, Rotavirus
6 Months	DTaP #3, Polio, Hib, Hep B #3, Pneumococcal #3
9 Months	NO VACCINES – Unless in need of "catch-up"
12 Months	Measles-Mumps-Rubella (MMR) #1, Varicella #1 & a Lead Test
15 Months	DTaP #4, Hib, Pneumococcal #4, Hep A #1
18 Months	NO VACCINES – Unless in need of "catch-up"
2 Years	Hep A #2 & a Lead Test
4 – 6 Years	DTaP #5, Polio, MMR #2, Varicella #2
11 Years & up	Tdap, Meningococcal #1, HPV (1 st of 3)
16 Yrs – 18 Yrs	Meningococcal #2

Also available through our offices: Meningococcal B

A number of these vaccines are available as combination vaccines to reduce the number of injections required at one time

Influenza vaccines should be given annually in the fall to any/all U.V.P. patients between the ages of 6 months and 18 years wishing to reduce the risk of getting influenza. Dates for flu shot clinics where no appointment is necessary are posted within the office, on our Facebook page, and on our website.

Our Mental Health Counselors are available to patients of Upper Valley Pediatrics with a referral from one of our providers. They offer flexible scheduling hours to better accommodate our patients and their families.

SCHEDULING APPOINTMENTS

Upper Valley Pediatrics, PLLC makes every possible effort to ensure that patients needing to be seen for urgent illness are able to be seen the day of calling. However we cannot guaranty that the patient's preferred provide will have availability and they may need to be seen by another provider who has availability in their schedule.

An urgent illness visit can at times be complex and therefore cause a provider to fall behind in their schedule. We apologize for this and while we completely understand the frustration this can cause, we do want to ensure that we provide the most comprehensive and competent care to every patient.

During particularly high volume times it is possible that we would need to recommend a patient be seen by the local hospital's emergency department should symptoms warrant immediate attention and/or a higher level of care resources.

Routine "med checks", annual physicals and sports physicals are best scheduled well in advance to ensure the patient is able to see their preferred provider. Patients are advised of when to return upon completion of a med check visit and are encouraged to schedule that return appointment prior to leaving that day.

High demand appointment times do book up well in advance. Specifically "first appointment of the day" and "after school", therefore scheduling in advance of needed routine appointments is strongly encouraged.

We do have Saturday appointments available for the convenience of our patients. However routine appointments times are limited on Saturdays to ensure our availability for sick patients.

LATE ARRIVAL POLICY

We understand that there are times when unforeseen circumstances arise that make it impossible to arrive on time for your appointment. However, due to our busy practice and our desire to provide the best care to all of our patients we might not be able to accommodate your late arrival. We strongly recommend you call ahead if you will be more than 10 minutes late and we can reschedule you or you are free to wait for a period of time in the office to see if you can be put back into the schedule on that day. Thank you for your understanding in this matter.

We require at least 2 business days' advance notice for prescription refills.