

Making A Difference In The Lives of Children And Families

In a patient centered medical home the patient and **their needs come first**. As your medical home, we will work together as a team along with other health care professionals to assist you with all your health care needs. Team members consist of you (the parents), the patient (your child), your primary care physician, the nurses and the triage nurse and in some cases a member of our front office staff. All team members are not involved in every case but as your medical home we have the ability to provide you with the team approach at any time.

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STAMFORD
PEDIATRIC
ASSOCIATES



HOW OUR TEAM CAN HELP YOU

Our mission is to know our patients and their families well. If your primary care physician is unavailable, any of our other physicians will gladly assist you and answer your questions. For follow-up visits during your primary care physician's absence, another physician will be available and informed.

Our team often consults with other medical specialists. If you need to see a specialist, your team can provide you with the information needed to contact the specialist's office to set up an appointment. In urgent situations, our team will contact the specialist for you and help set up an appointment when it is convenient for you. As a team, we will provide the specialist with all the information needed for your visit. We will follow up with the specialist after your appointment and come up with the best plan of action for the patient. Remember to tell your team about any other health care professionals you may have seen in the past.

Our team has convenient office hours and offers after-hours support. You can reach the on-call physician by calling our office, and they will promptly advise you on the best course of action. We also have a pediatric advice line for after-hours assistance.

Our team utilizes an electronic medical system to track all of your health care information. All office visits and correspondence are saved in the patient's record. Each of our exam rooms have self-management handouts for patients, distributed by the physician, to take home. Additionally, we have a number of helpful links listed on our website including www.healthychildren.org which is a very informative website. We want our patients to know that they are a full partner in their own care. We encourage them to learn about their condition and to follow a plan made in conjunction with their team. Goals should be set that are reasonable to reach. We want all of our patients to leave the office with a clear idea on how to care for themselves.

We follow the American Academy of Pediatrics (AAP) and Barton D. Schmitt evidence based guidelines. The AAP guidelines are comprehensive, family-oriented, accessible, and culturally-effective to all children and youth. Both the AAP and Barton D. Schmitt guidelines are used during triage calls with our team and during office visits to ensure the best quality of care is provided.

Our Practice provides care for patients from birth through 21 years of age. We offer the following services:

- Well visits including developmental assessments
- Sick visits
- Recheck visits
- Follow up visits for patients transferred from other facilities including Hospital, ER and Urgent Care

WHAT YOU CAN CONTRIBUTE TO THE TEAM

COMMUNICATION

Make a list of any questions you may have concerning your child's health and well being. Feel free to share how you feel about the quality of care you are receiving and what may or may not be working for you so changes can be made.

STAY HEALTHY

Make sure you schedule all of your regular well appointments and stay up to date on vaccines. Occasionally, our physicians like to follow up with a patient before their next well appointment, so it is important to make those appointments as well. Our team is also available for sick and follow up appointments to ensure we keep your child healthy.



WHAT YOU CAN CONTRIBUTE TO THE APPOINTMENT

- Bring your list of questions.
- Update your team on any changes to the patient and family medical history.
- Share what is and is not working for you. If you are having trouble sticking with your care plan, tell your team about it so changes can be made together if necessary.
- Make sure you understand what is expected from you before you leave the office. Use your own words to repeat back the things you have discussed. This way, both of you know the information is clear.
- Bring your insurance card and information with you to each visit.
- Be familiar with the office policies and ask about any you do not understand.

