



Pediatric Primary Care Services *at the Health Care Center*



Welcome ...

... to pediatric primary care at SAS Health Care Center (HCC). Our approach is family-centered, and our goal is to assist parents as they experience the joys and challenges of raising happy, healthy children. Our goal as health care providers is to create a relationship with parents that serves as a foundation for education, disease prevention, anticipatory guidance, assessment and treatment.

Our philosophy of care is based on the Touchpoints model developed by Dr. T. Berry Brazelton. This model focuses on predictable times of change during a child's development. These "touchpoints" can present challenging behaviors, such as increased fussiness, sleep disturbance or regression in previously achieved developmental milestones. As providers, we strive to prepare parents for these challenges and to provide tools to enhance their role.



“We have used the pediatric primary care at SAS for both of our children from birth and have received excellent care. We can always get an appointment, and it's so convenient to have it right here on campus. The whole family uses the primary care services, and we get better care as a family than if we all went to different practices.”

–Allison Mangin

Health Care Center information:

Hours of operation The Health Care Center is open Monday through Thursday from 8 a.m. to 6 p.m. and Friday from 8 a.m. to 5 p.m.

Appointments Appointments can be made by calling 919-531-8809. Our goal is to see patients in a timely manner. Same day appointments are available for acute needs, and emergency care is available as well.

After-Hours Care When the Health Care Center is closed, a pediatric advice line is utilized for parents' calls about their children. When parents call 919-831-5051 to reach the answering service, the call is returned by a WakeMed pediatric nurse trained to offer advice, contact an HCC pediatric provider on call, or direct them to the nearest emergency department.

Website inside.sas.com/health-care-center

WELL-CHILD CARE

Periodic well-child visits provide the opportunity to do a physical exam and developmental assessment, as well as to develop a meaningful relationship with families. Visits are scheduled within the first week of a baby's birth, and every few months throughout the first two years. After age 2, we recommend yearly well-child visits through adolescence. At each visit parents receive information about how their child is growing and developing, nutritional needs, age-appropriate safety advice, expected joys and challenges for that particular age and recommended immunizations. Our well-child appointments are scheduled so that we may adequately address family changes and concerns.

Because we value the relationship between families and providers, we will schedule each well-child visit with the same provider and attempt to schedule any acute-care visits with that provider also.

- **Immunizations** are given according to the schedule recommended by the American Academy of Pediatrics.
- **Developmental Assessments** are done at each well-child visit utilizing *Ages & Stages* as an assessment tool. This tool is proven to identify developmental delays at an early age and is also a fun way for parents to participate in their child's assessment. Parents are asked to complete a developmental questionnaire and bring it with them to each well-child visit.
- **Anticipatory Guidance** helps parents foresee and manage predictable challenges that commonly occur throughout the child's growth. At each well-child visit the provider will discuss behavior changes parents may see in the coming months.

NEWBORN CARE

While we do not provide hospital care for newborns, we have associates at all local hospitals who provide this care for us; UNC Neonatology at Rex and WakeMed Faculty Physicians Neonatology Group at WakeMed Hospitals. When a baby is discharged from the hospital, we assume oversight of the baby's health care and usually plan to see the infant at the Health Care Center within a few days. It is important that parents notify the HCC when their baby is born so that we may schedule this appointment.



SPECIAL SERVICES

We recognize that families today often need support beyond traditional health care. For this reason, we offer other services that promote healthy families. Many of our staff members are trained to offer expertise in a number of areas:

Breastfeeding

The HCC has four International Board Certified Lactation Consultants on staff as well as several staff members with breastfeeding education training. We offer a four-part series on breastfeeding annually, discounts on breastfeeding supplies, and other resources. Refer to your prenatal packet or the HCC website for more details on these services.

Newborn Behavioral Observations (NBO)

Several of the family nurse practitioners are trained to do NBOs on newborns. This shared observation between parents and their provider helps parents gain a better understanding of their infant by assessing reflexes and abilities the newborn uses to communicate and interact with the world.

Nutrition

The Health Care Center has three registered dietitians on staff who can help with nutritional concerns parents may have about breastfeeding, starting solids, or other needs as their child grows.

Asthma

One of our providers is a certified Asthma Educator. She is able to partner with other providers to ensure quality care and management of our patients with asthma.

Parenting

We can address and counsel parents on concerns such as sleep disturbances, eating disorders, school stresses and behavioral issues. We can also suggest outside resources if needed.

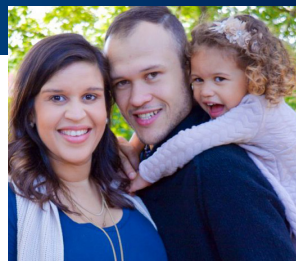
Parent Education

Partnering with the SAS Wellness and Work Life departments, we offer periodic lunchtime seminars about a variety of parenting topics such as, Hey Baby, The Wonder Years and Breastfeeding. A lending library is available with DVDs and books on discipline, breastfeeding, and other parenting issues.

Easy Access

Parents can call the HCC and leave a message with the receptionist that includes their name, their child's name, a phone number where they can be reached and the nature of their concern. If requesting a prescription, it is also important to include the name and number of their preferred pharmacy. To protect the confidentiality and privacy of your health information, it is Health Care Center policy that we can- not routinely answer personal health questions or manage health problems via email.

FREQUENTLY ASKED QUESTIONS



What are the advantages of family practice?

Family practice is a three-dimensional specialty, incorporating the dimensions of (1) knowledge, (2) skill, and (3) process. While knowledge and skill may be shared with other specialties, the family practice process is unique. At the center of this process is the patient-provider relationship with the patient viewed in the context of the family. It is the extent to which this relationship is valued, developed, nurtured and maintained that distinguishes family practice from all other specialties. (American Academy of Family Physicians, 1998). At the HCC, our providers establish relationships consistent with this AAFP definition of family practice.

What is a nurse practitioner?

Nurse practitioners are registered nurses who have completed an advanced education and clinical training program preparing them to manage both nursing and medical problems. Their nursing education, emphasizing the role of health promotion and patient education, serves as the foundation of their nurse practitioner practice, which includes assessment, diagnosis, treatment and management of disease.

What if my child needs to see a specialist?

We have a wide network of specialists with whom we collaborate as needed. We can help manage care recommended by your specialist.

What if my child needs hospitalization?

While we do not provide direct care in a hospital, we do provide follow-up care after hospital discharge. This usually involves an HCC visit and may also include lab work, medication management or referral for special services. Our hospital preference for pediatric patients is WakeMed, which has a pediatric emergency room and 24 hour medical coverage. Our pediatric patients are admitted to the WakeMed pediatric service.

May I use both the Health Care Center and a pediatrician for my child's primary care?

Because our goal is to know families well through a continuing relationship, we feel strongly that our pediatric patients have a consistent primary care provider. When parents designate the HCC as their child's primary care provider we assume the full responsibility for this role.

SAS NEWBORN HOSPITAL CARE

SAS Health Care Center has partnered with physicians and nurse practitioners in the community to provide the initial hospital care of newborns. The SAS health care providers will assume your baby's medical care after discharge from the hospital. Please *notify us of your baby's birth* so we can plan for your follow-up care.

SAS Health Care Center: 919-531-8809

You may find it helpful to carry this brochure with you to the hospital for easy reference.

Newborn care is provided at WakeMed Hospitals by:

WakeMed Faculty Physicians Neonatology Group
919-350-8545

and at **Rex Hospital by UNC Neonatology.**



“Having five children, our experience with SAS Health Care Center’s pediatric primary care has been the best of the various providers we’ve used across the country. What makes them stand out is that they truly care. They take the time to sit with us, listen to all of our concerns, give great thought to ensure what they prescribe will work with our family’s lifestyle/dynamic, and they are great about following up. They have even

checked in on us during the weekends when we have concerns (ER visits, lactation support for newborns, etc.). Even when we don’t see our primary care provider, it is obvious that the person we see has been communicating with our primary care provider to learn more about us as patients. It is so refreshing to have medical providers who don’t rush you out, who make you feel like you are their No. 1 priority even though they have other people to see. We are very thankful to have SAS for pediatric primary care.”

– I-Sah Hsieh

SAS HEALTH CARE CENTER SAS CAMPUS DRIVE CARY, NC 27513 TEL: 919-531-8809

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