



## COMPREHENSIVE, COMPASSIONATE, & COLLABORATIVE PEDIATRIC CARE

As a patient at Pediatric Associates of the Northwest, we want you to be aware of all the services available to you and your family. We are your medical home which means convenient access to comprehensive services and providers who collaborate with you to bring you the highest quality care.

### BEAVERTON OFFICE

14795 SW Murray Scholls  
Drive, Suite 121  
Beaverton, OR 97007  
PH: (503) 673-1071  
FAX: (503) 227-0676

### PORTLAND OFFICE

2701 NW Vaughn Street,  
Suite 360  
Portland, OR 97210  
PH: (503) 227-0671  
FAX: (503) 227-0676

### TIGARD OFFICE

7150 SW Dartmouth Street  
Tigard, OR 97223  
PH: (503) 968-3480  
FAX: (503) 227-4589

[www.portlandpediatric.com](http://www.portlandpediatric.com)

## WE ARE HERE WHEN YOU NEED US!

**Weekday Hours:** Monday – Friday 8am-5pm (all locations)

**Weekend and Holiday Hours:** We are open 365 days a year. On Saturdays, our Portland office is open for morning urgent care appointments. On Sundays and holidays, our Tigard office is open for morning urgent care appointments. These are open to patients from any of our offices.

**24/7 Advice Line:** During business hours, our triage nurses provide same-day medical advice over the phone, typically responding within 4 hours. After hours, we partner with Randall Children's Hospital Pediatric Answer Line who has triage nurses and on-call providers ready to support you.

**Virtual Telehealth Visits:** Virtual visits are offered for certain types of concerns. Skip the traffic and have an appointment with your provider from the comfort of your own home.

**Resources:** Find a wealth of information about community resources, parenting, resiliency, general health topics, safety, and more on our website <https://www.portlandpediatric.com>. Our Family Support Specialists and Community Health Worker can also help connect families with community resources.



**Patient Portal:** Our secure patient portal, called “My Kid’s Chart,” is an important tool for you and your provider. Our patient portal offers you the ability to send a non-urgent message to the office anytime day or night, schedule appointments, see immunizations, review medications and request refills, check lab results, view care plans, and submit forms. We will also send you important health questionnaires through the patient portal to complete before visits. Messages and medication refill requests are processed within 2 business days. Sign up today with one of our staff members. You can find our patient portal online at: <https://panw.pcc.com/portal>

## MEET OUR MULTI-SPECIALTY TEAM OF PROVIDERS

**Primary Care Providers:** Our pediatric medical providers will help you build a sturdy foundation for your health and medical needs. They will see you for your well visits or physical exams, as well as illnesses, injuries, and when you have a health concern.

**Behavioral Health Psychologists:** Our psychologists are expertly trained to address a wide variety of concerns, such as learning & academic problems, emotional difficulties, developmental concerns, sleep training, and family & social relationship challenges. Furthermore, they can help patients cope with the emotional and behavioral aspects of medical conditions.

**Lactation Consultants:** Our certified lactation consultants support mothers and babies with the physical and emotional experiences of breastfeeding and/or pumping. Common concerns include latch and positioning, mom’s milk supply, baby’s weight gain, pumping, and weaning. Our Lactation Consultants can also meet with you before your baby arrives to answer questions and help you prepare, and they can offer guidance on pumping for those going back to work or school.

**Care Manager:** From developing a comprehensive care plan, to coordinating appointments among specialists, to simply checking in with families, our nurse care manager is committed to improving the health outcomes of patients with chronic and complex healthcare needs. Some examples include ADHD, asthma, autism, Down syndrome, seizures, cerebral palsy, and diabetes.

## OTHER MEMBERS OF YOUR CARE TEAM INCLUDE

**Triage Nurses:** Our experienced and caring registered nurses are the calming voice you hear on the other end of the phone when you need medical advice. They actively listen to your concerns and



questions in order to provide guidance on appropriate next steps, such as home care, an appointment with a provider, or immediate emergency care.

**Medical Assistants:** Our medical assistants provide invaluable support to our providers in the care of your children. They perform many clinical tasks, such as obtaining vital signs, administering immunizations, and running lab tests and administrative tasks such as following up on lab results, scheduling future appointments, and assisting with prescription refills.

**Medical Receptionists:** From answering phones to welcoming families upon arrival for appointments, our medical receptionists are here to assist. They are responsible for checking in patients, verifying or obtaining insurance information, collecting payments, making sure patient forms are completed, and scheduling appointments.

**Referral Coordinators:** Our referral coordinators manage and facilitate patient referrals to outside specialists and other healthcare providers. They verify insurance eligibility and obtain required authorizations.

**Family Support Specialists:** Through community resource coordination, our Family Support Specialists ensure every family has access to the help and resources they need. The healthcare system can be confusing; our Family Support Specialists know how to navigate it all and advocate on your behalf. They can assist with things like financial support, LGBTQ resources, and transportation.

**Population Panel Coordinator & Community Health Worker:** Our Population Panel Coordinator, who also serves as a community health worker, facilitates population health with a goal of lessening gaps in care. They help link pediatric patients and families to social services in order to support basic social needs.

**Benefits & Eligibility Specialists:** When you establish care at PANW, our Benefits & Eligibility Specialists will help you get registered. In addition, they check insurance benefits and eligibility prior to appointments to help ensure your visit will be covered.

**Medical Records Specialists:** Following all HIPAA guidelines, our Medical Records Specialists send your records to other individuals or entities you authorize with a Release of Information form. They also help obtain medical records from outside providers, specialists, and organizations.

## PREPARE FOR YOUR VISIT

- Bring your insurance card.
- Bring your copay (credit/debit cards and checks accepted).
- Log on to your patient portal account before the day of your appointment for any pre-visit questionnaires that may need your attention (these will arrive up to 7 days prior to the appointment date).
- Make a list of any questions or concerns you would like to talk about during your visit.
- Make a list of all medications you are taking, including dosage information and any over-the-counter medications.
- Arrive on time for the appointment. If you are late for your appointment, you may be asked to reschedule.
- If you are a parent accompanying a teen to a visit, please know that you may be asked to wait in the lobby for a portion of the visit.

## POLICIES YOU SHOULD BE AWARE OF

**Notice of Privacy Policy:** This policy tells you how we can and cannot use and disclose the health information that you have given to us or that we have learned about you. It also tells you about your rights and our legal duties concerning your health information.

**Billing & Financial Policy:** This is an outline of our financial policies and expectations, including our missed appointment policy.

**Language Assistance and Medical Interpreter Service Policy & Procedure:** This policy & procedure outlines our process for providing language assistance and medical interpretation.

**Grievance Policy:** This policy outlines our approach to addressing and resolving patient grievances promptly and effectively.

**Non-Discrimination Notice:** This tells you how we comply with all Federal civil rights laws and don't discriminate on the basis of race, color, national origin, age, disability, or sex.

**Separated & Divorced Parents Policy:** This outlines our process for communication, appointments, billing, authorizations, and disputes for families with separated or divorced parents.

**Chaperone Policy:** This policy discusses your right to have a medical chaperone present during any sensitive physical exams.

## PATIENT RIGHTS & RESPONSIBILITIES

In order to provide you with exceptional healthcare, there are rules that we both need to follow. Listed below is what you can expect from PANW and what PANW expects from you:

### You and your child have a right to:

- Receive considerate and respectful care regardless of your sex, age, race, religion, color, national origin, sexual orientation, or other personal characteristics including source of payment for your care.
- Expect privacy and respect while receiving healthcare.
- Receive information necessary to participate in decisions about the care you receive and to give informed permission before procedures are performed.
- Receive the information you need about the patient's health and medical conditions in a way you can understand.
- Be involved in plans and decisions about the patient's medical treatment and be told of medical treatment options.
- Expect timely and reasonable answers to your questions.
- Have access to the patient's medical records based on state and federal laws.
- To know that your medical record will be kept confidential and released only with your written consent and within the parameters of our Notice of Privacy Policy. (For more information about your right to privacy, please carefully read our Notice of Privacy Practices.)

### You and your child are responsible for:

- Providing true and complete information about the patient's present and past health, and family history.
- Telling your provider of any change to the patient's health, or concerns you have about the patient's health.
- Asking questions if you do not understand the explanation of the patient's illness or any instructions that we give to you.
- Speaking respectfully to PANW staff, providers, and other patients.
- Being considerate of and respecting the privacy of other patients.
- Assuming financial responsibility for the care and services received.
- Paying your PANW bills or if you are having difficulty, calling us to arrange a payment plan.
- Arriving on time for scheduled appointments and understanding that if you are late your appointment may need to be rescheduled so that time is properly allocated to provide you with quality care.
- Calling us at least 24 hours before a scheduled appointment when you need to cancel or reschedule, to avoid cancellation fees and to make the appointment available for another patient.

- Refuse treatment, except that written by law, and to be told of the effects of your choice.
- Be seen within a reasonable time.
- A copy of your bill and explanation of charges upon request.
- Information on financial resources and plans.
- Scheduling preventive well child appointments at the recommended ages.
- Preparing for your visits by completing questionnaires sent via the patient portal before coming to the office.
- Keeping us informed of updates to your name, phone number, address, and insurance.

**You can expect that we will:**

- Respond to any reasonable request courteously and promptly.
- Respect your privacy.
- Provide care that takes into consideration your personal, spiritual, and cultural values.
- Ask you for your insurance card or any changes to your account at each visit
- Ask you to read and sign acknowledgement of updates to our existing policies or for new policies.