

Hours and After Hours:

The office is open Monday through Friday, 8:30a.m. to 5:00 p.m., and Saturday morning from 8:30 a.m. to 12:00 p.m. Telephone hours are 8:45 a.m. to 4:45 p.m. Monday through Friday and 8:30 a.m. to 12 noon on Saturday. One of the four doctors is always on call to assist with urgent problems and emergencies after hours and on weekends. We prefer to have our patients seen in our office and avoid “after hours clinics” or emergency department care if possible. To reach the doctor on call, call the regular office number, **473-3535** to reach instructions on contacting the answering service or you may call the service directly at 453-2470. They will take your name, number and a brief description of the problem and relay it to the doctor on call. We will get back to you within 20 minutes. If you do not receive a call back, please call the service again, occasionally technical problems prevent us from getting a call. Please refrain from calling after hours for routine or administrative calls. On Sundays and Holidays, the doctor on call is in the office in the mornings; if possible please call us before 9:00 a.m. to arrange to be seen. If you are waiting for one of us to return your call after hours, please keep your line open and disable any caller block features.

Routine Visits:

Newborns are examined within the first 24 hours of life. We visit Strong Memorial, Highland and Rochester General Hospitals for this purpose. Well babies are seen at 5 days, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months and 3 years of age. Older children are examined on an annual basis. After age 12, teenagers will be examined in privacy. Confidentiality will be maintained between the doctor and the patient. The doctor will meet with the parent at the completion of the exam.

When calling for appointments for physical exams, please avoid the busy early morning and late afternoon hours. The best times to reach us for routine questions and appointments are 10:30 a.m. to 3:00 p.m. Yearly physicals should be scheduled in the child’s birthday month. Appointments for these should be made 2-3 months in advance.

Should you be unable to keep a scheduled appointment, please notify us as soon as possible. There will be a charge for broken appointments.

Sick Visits:

When you feel your child should be seen for an illness, please call early in the day so an appointment can be scheduled. If your regular doctor is not available, one of the other doctors will be happy to see your child.

If you are uncertain as to whether or not your child should be seen for an illness, our nurses can help you evaluate the need for a visit.

We also offer walk-in hours Monday through Friday from 8:30 a.m.- 9:45 a.m. for minor illness or injury such as sore throat, ear pain, sprains, etc. Patients are seen on a first come, first served basis. No prior phone call is necessary. Other than at walk-in time, please call before coming, even in an urgent situation. A quick phone call can help us to prepare. Please call for Saturday morning appointments when needed. **THERE ARE NO WALK-IN HOURS ON SATURDAY.**

Telephone Calls:

Small problems and questions are a routine part of pediatric care and can often be handled over the phone. Our nurses have been trained to answer many of these questions. In the event they are unable to do so, or you prefer to speak directly to the doctor, your name and number and the nature of the problem will be taken and your call will be returned by one of us as soon as possible. When your call is urgent, inform the nurse and one of us will be called to the phone immediately.

Weekday mornings from 7:30 a.m. to 8:00 a.m. we are available at our home phones in order to answer questions that come up in the care of your child. Should you miss us at that time, you may call the office after 10:00a.m.

Services:

In addition to routine and sick child care, we provide basic laboratory work such as mono tests, urinalysis, throat and skin cultures. More complicated tests will be referred to a nearby laboratory. Most lacerations can be evaluated and sutured in the office. Suspected fractures will be evaluated and referral made for any necessary X-rays. Asthma attacks are treated in the office. Adolescent gynecology services are also available.

Individual conferences are welcomed by all of us, and time is reserved for them. If you have a problem that can not be adequately addressed during a routine visit such as behavioral health needs, please ask to schedule such a conference.

Each year you will receive a copy of your child's physical exam form. Please retain a copy of your child's physical form. They are valid for a year from the exam and can be used for camp, school and sports.

Office Policies:

Please keep track of your children's long term medications and call well in advance if a refill is needed. **Some prescriptions (e.g. ADHD medications) may take 4-5 days to process.** Try to call from 10:00 a.m. to 3:00 p.m. for these requests or use our website to make a refill request.

As a rule, we do not "call in" prescriptions for conditions that have not been examined. This is true either during office hours or after hours. Please do not use medications you may have left over from other illnesses.

If you should have any concerns or problems, please feel free to contact your physician or Betsi Johnson, clinical manager.

Fees and Billing:

It is expected that payment will be made at the time of the visit. If you have a question about a statement or if your situation is such that payment will be delayed, please speak with our billing department at 473-3535 x 7. Open discussion may allow budget payments or other mutually agreeable solutions to be arranged.

We are in-network with Excellus, MVP, Aetna, UHC, Child Health Plus and EPO/PPO Plans. For a full list of insurances we are in-network with visit our website: www.twelvecornerspediatrics.com. Co-payments and deductible plan payments, if any, must be made at the time of the office visit. Equal access to care is provided regardless of source of payment. Please contact our business office with any questions on obtaining insurance coverage. Before scheduling an appointment with a specialist, please call our receptionist so the referral can be discussed. Emergency room visits can often be avoided by calling the office or on call doctor in advance. Many emergencies can be handled in our office and the on-call doctor may be available to meet you at the office after hours. **WHEN IN DOUBT, CALL FIRST!**

Patients not on an HMO plan, will be provided with a statement of charges for submission to your insurance carrier. However the patient is responsible for all fees, regardless of insurance coverage. **IT IS EXPECTED THAT PAYMENT IN FULL WILL BE MADE AT THE TIME OF THE OFFICE VISIT.**



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Betsi Johnson, B.S.N.
Clinical Manager
473-3535 x 311

Carl Conklin, Jr.
Business Manager
473-3535 X 312

Patient Information

We welcome you to our pediatric practice and we hope this information will be helpful to you now and in the future. Please save it to refer to as the need arises.

There are four doctors in the office and all are board certified in pediatrics. We provide medical care for children and adolescents from birth through the end of college. As a Patient Centered Medical Home, we work together as a team to best provide your children with coordinated continuous care across multiple settings. We invite you to choose one of us as your primary doctor with the realization that the other doctors are also involved in the care of your child. Please feel free to change from one doctor to another without embarrassment and to consult with any of us.

Before your child's first visit, please provide us the name of your child's previous primary care provider, a complete medical history including care obtained outside their previous primary provider's office.

Our practice is focused on the health, self esteem and fulfillment of your child's early years through adolescence. We believe pediatrics is primarily a preventive specialty. We encourage regular physical exams to uncover problems before they become serious. We provide routine immunizations to prevent diseases, access to evidence based care, patient education and self-management information.

The practice website is: www.twelvecornerspediatrics.com. The website is available for prescription renewals, referral requests and medical release forms. In addition, this brochure and other valuable medical resources are available on the site. Check it out and join our listserv!