

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 between the hours of 10:00 am and 3:00 pm for these requests if you would like to speak with a nurse about them. Otherwise, feel free to utilize our prescription voicemail, prescription refill request form on our website, or the patient portal.

As a rule, we do not "call in" prescriptions for conditions that have not been examined by a physician in the office. This is true either during office hours or after hours. Please do not use medications you may have left over from other illnesses, even if it seems like the same thing!

If you should have any concerns or problems, please feel free to contact your physician, or our clinical manager, Natalie O'Connor.

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 option 7. Open discussion may allow budget payments or other mutually agreeable solutions to be arranged.

We are in-network with Excellus, MVP, and most Aetna and UHC EPO/PPO Plans. For a full list of insurances we are in-network with visit our website at www.twelvecornerspediatrics.com. Co-payments and deductible plan payments 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 office so that a referral can be discussed.

If our office is out of network with your insurance, as a courtesy we will still submit claims to your insurance. Anything not covered by your insurance carrier will be a patient responsibility. Payment is expected in full for out of network plans as well as self-pay patients



www.twelvecornerspediatrics.com

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Patient Information

Welcome to our pediatric practice! We hope this information will be helpful to you now and encourage you to save it for future reference.

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 understanding that the other doctors are also involved in the care of your child.

Before your child's first visit please provide us with the name of your child's previous primary care provider, as well as a complete medical history, including care obtained outside his/her previous 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 preventative specialty. We provide routine immunizations to prevent diseases, access to evidence based care, patient education, and self-management information.

The practice website is available for patient portal access, prescription renewals, referral requests, and various forms. In addition, this brochure and other valuable medical resources are available on the site. Check it out and join our listserv!

Hours and After Hours:

The office is open Monday through Friday 8:30 am to 5:00 pm, and Saturday morning from 8:30 am to 12:00 pm. Telephone hours are 8:30 am to 4:45 pm Monday through Friday, and 8:30 am to 12 pm on Saturday. One of the four doctors is always on call to assist with urgent problems and questions after hours and on weekends. A nurse will triage any overnight calls and contact a provider if needed. We always prefer to have our patients seen in our office in order to avoid other “after hours clinics” such as urgent cares or emergency departments if possible. To reach the doctor on call, you may call the service directly at 453-2470 or call the regular office number to hear instructions on contacting our answering service. They will take your name, number, and a brief description of the problem, and will relay it to the doctor on call. You will typically get a call back within 20 minutes. If you do not receive a call back, please call the service again.

Please refrain from calling after hours for routine or administrative calls. On Sundays and Holidays, the doctor on call is in the office most mornings. If possible, please call us before 9:00 am 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:

Well babies are seen for a weight check visit shortly after discharge from the hospital, then again at 1-2 weeks, 2-3 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 given the option to be examined without parents present. Confidentiality will be maintained between the doctor and the patient, and the doctor will meet with the parent at the end 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 between the hours of 10:30 am and 3:00 pm. Yearly physicals should be scheduled in the child’s birthday month if possible. Appointments for these should be made at least 2-3 months in advance.

If you be unable to keep a scheduled appointment please notify us as soon as possible. There may be a charge of \$75.00 for any appointments broken or cancelled without giving 24 hours’ notice to our office.

Sick Visits:

When you feel that your child needs to 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.

Telephone Calls:

Small problems and questions are a routine part of pediatrics care and can often be handled over the phone. Our triage nurses have been trained to answer many of these questions and provide you with guidance over the phone. In the event they are unable to answer your questions or you prefer to speak directly to the doctor, they will gather information regarding the nature of the problem and schedule an appointment with one of us.

Services:

In addition to routine and sick child care our office is able to run many laboratory tests such as mono tests, urinalysis, and lead and iron testing, as well as routine cholesterol screening. More complicated tests, like skin cultures, or other bloodwork will be referred to a nearby laboratory. For illnesses such as Covid-19, Influenza A and B, Strep Throat and RSV, we are able to perform in office molecular testing in order to provide you with test results on the same day your child is seen!

Suspected sprains and fractures can be evaluated in the office and referrals will be made for any necessary imaging.

Individual conferences are welcomed by all of us, and we each have designated appointment times specifically for them. If you have a problem that is beyond the scope of a routine visit, such as behavioral health needs, please ask to schedule a conference.

Each year you will receive a copy of your child’s physical exam form. These forms are valid for a year from the time of the exam and can be used for school, camp, and sports.