



Pediatric Solutions, S.C.

WELCOME TO YOUR MEDICAL HOME CARE TEAM!

The Care Team Roles & Responsibilities

- ❖ Your care team will coordinate care with:
 - Specialists
 - Other Primary Care Providers
 - Hospitals
 - Home Health
 - Behavioral Health Specialists
 - Public and Private Community Services
- ❖ We will support you in all aspects of your care and will provide self-management tools and educational resources to help insure treatment goals and health issues are met.
- ❖ Team provides evidence-based care (*See our practice website for resources*)

Clinical Advice & After Hours Communication:

- ❖ You can reach your care team 24/7 by calling our office or online through our patient portal
- ❖ For urgent matters, the on-call doctor can be contacted through the after-hours service - Dial our office directly at 847-670-4545.

Patient/Family/Caregiver Role on the Care Team:

- ❖ Call us before going to the Emergency Room or let us know as soon as possible that you have been to the ER or urgent care
- ❖ When you go elsewhere for care, such as a specialist office or are seen out of town, please notify outside providers of our contact information for communication back to your doctor and let our Care Team know so we can obtain your care information.
- ❖ Please let your care team know any concerns or questions you have regarding your health

About Our Practice:

- ❖ We provide equal access to all patients, regardless of insurance status
- ❖ Behavioral Health is important to us and to ensure all your needs are met through resources, support tools as well as our practice's commitment to building relationships with behavioral health providers
- ❖ Transfer Medical Records Point of Contact: Front Desk Staff
- ❖ We offer **SAME DAY** Appointments for Urgent & Non-Urgent Visits

Access via the web at:

<http://www.pediatricsolutions.net/>

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