

### Welcome to Your Child's Medical Home

Thank you for trusting us with your child's care. Nemours Children's is a general practice for newborns through age 18. You can turn to us for everything from wellness visits to treatment for conditions such as ADHD, allergies and asthma. If your child has a complex condition like cerebral palsy or spinal muscular atrophy, we are experienced in working with specialists to provide primary care. You'll find that everyone on our team shares a commitment to treating the whole child, not just the illness or condition.

# **Making an Appointment**

Call when the office is open. We will ask you about the nature of the visit and any pre-existing conditions. This information helps us schedule the right amount of time for your visit.

# **Working With Your Child's Provider**

To make the best use of our time together, please:

- 1. Make a list of your main concerns before you arrive.
- 2. Bring any medicines, dietary supplements or herbal products your child is taking.
- 3. Arrive on time to your appointment.
- 4. Let staff know the reason for your visit so they can make sure the provider understands your concerns.
- 5. Answer questions in as much detail as you can. Even small details can make a big difference.
- 6. If you have questions or instructions aren't clear, ask before you leave, or call the office.
- 7. Make sure you have an after-visit summary before you leave our office. This gives you details on caring for your child at home.

## **Access to Our Network**

We are part of Nemours, a national leader in pediatrics. As our patient, your child has access to all of our experts. Every visit is documented in our award-winning electronic health record, ensuring your child's medical record is up to date and complete.

Visit Nemours.org for a full list of the services we offer, including:

- Urgent care open nights, weekends and holidays
- Specialty care
- Emergency services at Nemours Children's Hospital
- Inpatient care at Nemours Children's Hospital

### **Health Education**

Nemours KidsHealth.org is the most-visited website for information on children's health, behavior and development from before birth through the teen years. Search KidsHealth.org to learn about your child's health and wellness. There's also information for kids and teens to answer their questions about health and growing up.

## Your Partner in Good Health

Our goal is to be your partner in helping your child enjoy a lifetime of good health. We welcome your feedback and ideas. Please let us know if there is anything we can do to meet your needs.

We're here for your child — and for you.