

WELCOME TO THE CENTER FOR PEDIATRIC MEDICINE

Our Family Caring For Yours



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www.centerforpediatricmedct.com

Our Philosophy

At Center for Pediatric Medicine our family takes pride in caring for yours. Since 1992, Center for Pediatric Medicine has provided families in the Greater Danbury area with high-quality, comprehensive, and personal medical care for children, adolescents, and young adults ages birth through 21.

About Us

Our five board-certified pediatricians, two nurse practitioners, and two physician's assistants are dedicated to every aspect of your child's physical and emotional development and are readily available for regular wellness visits and vaccines, sick visits, and consultations for more complex issues (ADHD, behavior, ongoing or recurring symptoms, etc). We also have a lactation consultant and a nutritionist on staff to assist patients that might otherwise have to see an outside specialist.

The Center for Pediatric Medicine team understands that our patients all have individual and unique needs and expectations – not to mention busy schedules! We believe it is our responsibility to make our services as easily accessible and inclusive as our diverse patient population requires. Our office is open 7 days a week, as well as most holidays, with late hours several evenings per week. After-hours, one of our doctors is available 24/7 for urgent calls. Our Patient Portal also gives you access to your child's medical information anytime, anywhere.

We accept most insurances and we welcome new patients. Feel free to call the office for more information and follow us on Facebook for the latest CPM news. We look forward to meeting your family soon!

ABOUT THE PROVIDERS

Dr. Joan Magner, has been practicing pediatrics locally since 1984. After a career as an ICU nurse, Dr. Magner went on to medical school at John A. Burns School of Medicine at the University of Hawaii. She received her pediatric training at Columbus Children's Hospital in Columbus, Ohio where she also served as Chief Resident. Dr. Magner was awarded "Top Doc" in 2008 and 2010. She is presently living in Brookfield with her dog Gia.

Dr. Robert Golenbock, began practicing pediatrics locally in 1977. He graduated from Albert Einstein School of Medicine. After a pediatric internship and residency at Mt. Sinai Hospital in New York City, he was Chief Resident in pediatrics at Downstate Hospital-Kings County Medical Center. He worked in NYC as a pediatrician for the Satmar Chassidim community in Brooklyn and participated in research at Mt. Sinai Hospital until he returned to Connecticut in the late 1970's. Dr. Golenbock has a special interest in complex, chronic illnesses in children and in 2006 he was awarded Pediatrician of the Year by the Chronic Fatigue Immune Dysfunction Syndrome and Fibromyalgia (CFIDS & FM) Association for demonstrating "medical excellence and compassion". Dr. Golenbock lives in Newtown with his wife Jane.

Dr. Ana Paula Machado, joined Drs. Magner and Golenbock in 1990 and established Center for Pediatric Medicine a few years later. She was voted "Top Doc" in Connecticut by her peers every year from 2008 through 2014. She graduated from Fairfield University, CT with a B.S. in Biology and received her MD from the Medical College of Pennsylvania. She completed her pediatric residency at Rhode Island Hospital-Brown University. Dr. Machado's passion lies in community and school-based health care and has been the Medical Advisor to the Newtown Public Schools for many years. She lives in Newtown with her husband Dan and their sons Kevin and Christopher.

Dr. Claire Bailey, began practicing in 1992. After graduating from Harvard Medical School she went on to Boston Children's Hospital where she completed her internship and residency in

pediatrics in 1991, and fellowship in Behavioral Pediatrics in 1994. She practiced at the Children's Hospital Primary Care Clinic and at a large HMO in Boston before joining the Center for Pediatric Medicine in 1998. Dr. Bailey lives in New Fairfield with her husband and three children.

Dr. Poonam A. Bherwani, is a board certified pediatrician and also a Fellow of the American Academy of Pediatrics. Dr. Bherwani is also certified (NRP) neonatal resuscitation, (BLS) Pediatric Basic Life Support and (PALS) Pediatric Advanced Life Support. She earned her medical degree at Baqai Medical University in Karachi, Pakistan and completed her training at Lincoln Medical and Mental Health Center in New York. Dr. Bherwani is proficient in Hindi and Urdu as well. She is an active member of the Emergency Medical Relief Group responsible for aiding the disaster struck victims of the 2005 earthquake in North Pakistan.

Dayna Nethercott, MS, RPA-C, joined our practice in July 2008. Dayna graduated magna cum laude from Northeastern University in Boston, MA in 2003, earning a B.S. in Biology. She went on study at Mercy College in Bronx, NY where she received her BS and MS in Physician Assistant Studies. Dayna is currently board certified by the National Commission on Certification of Physician Assistants. She lives in Carmel, NY with her husband, their son and their labradoodle.

Alpha B. Journal, PA-C, joined CPM in April 2015. Alpha received his B.S. in Exercise Physiology from Florida State University in 2008. Taught high school biology and chemistry. Completed his M.S. in Physician Assistant Studies from Keiser University in Fort Lauderdale, FL in 2013. Alpha is currently board certified by the National Commission on Certification of Physician Assistants. He lives in Norwalk, CT with his wife and loves working out.

Ashlee Mattutini, APRN, is a Board Certified Family Nurse Practitioner. After receiving her B.A. in Psychology at Vassar College, she obtained a B.S. in Nursing at Johns Hopkins University and then a Master of Science in Nursing at Yale University. Ashlee has experience working in various ICU settings at Johns Hopkins Hospital and Yale New Haven Hospital. She has also worked in diverse areas with adults, children and families in outpatient and primary care settings. Ashlee provides family-focused care and supports a comprehensive medical model that includes traditional and integrative medicine. Some of her interests include natural birthing and breastfeeding, pediatric dermatology, health promotion and disease prevention. Ashlee is a native New Yorker who now lives in Connecticut with her husband, three children and several eclectic animals.

Specialist:

Lactation Consultant

Lisa Boule, MS, APRN, CPNP, joined CPM in May of 2013. Lisa graduated from Columbia University in 1985 with her BSN. She worked in a variety of settings as a pediatric nurse. She returned to Columbia University to complete the Pediatric Nurse Practitioner Program and graduated in 1998. Since that time Lisa has held a variety of positions in private practice, school based clinics, public health clinics and health care for the homeless programs. Lisa serves as the Lactation Consultant in our office. She sees all of our breastfeeding newborns and mothers to assist and support them through the initial weeks. She is also available to all of our patients to offer guidance and support with any breastfeeding issues. Lisa has three grown children.

Nutritionist

Allison Stowell, MS, RD, CDN is pleased to offer in-house nutrition counseling to our patients. Allison, a registered dietician, is available to meet with your child and/or family to discuss your nutrition concerns, including under/overweight, allergies, eating disorders, disease prevention and more. Her balanced view on nutrition, which emphasizes a non-diet approach and increasing mindful eating as the key to making better food choices, is ideal for helping young people grow to be healthy teens and adults.

Allison received her Bachelors of Science in Nutrition at the University of New Hampshire. Following that she completed her Dietetic Internship and Masters in Nutrition Education through Teachers College, Columbia University.

Her thoughts about nutrition can be found in her Guiding Stars health and wellness blog (www.guidingstar.com) and most recently, as a contributor to More Matters Insider's Viewpoint (<http://www.fruitsandveggiesmorematters.org/insiders-viewpoint>). She also serves on health related boards and organizations and as a volunteer for the Academy of Nutrition and Dietetics' Kids Eat Right Campaign.

Frequently asked to contribute to nutrition, wellness and family life blogs and publications, Allison uses her background as a food and nutrition expert to help others adopt healthier living. She also frequently speaks to community groups and leads seminars and webinars (www.guidingstars.com/webinars) on nutrition, balanced diet and disease prevention.

Allison lives in Connecticut with her husband, two young children and their dog, Chase.

WHAT IS A PEDIATRIC NURSE PRACTITIONER?

A Pediatric Nurse Practitioner is a registered nurse with advanced education (usually a Master's degree) who has been trained in providing health care to children. He/she has received training in the diagnosis and treatment of illnesses common to pediatrics. Nurse Practitioners are knowledgeable of normal growth and development in children. This is extremely important in assessing the needs of children and providing counseling to the parents.

Nurse Practitioners are recognized as health care providers and can provide primary care as well as treat illness. Their license allows them to write prescriptions, thus providing complete care to their patients. They are eligible to sit for board certification as a Pediatric Nurse Practitioner by the National Certification Board of Pediatric Nurse Practitioners and the American Nurses Association.

ABOUT OUR STAFF

Our nurses, are overseen by our Nursing Director Elizabeth Moore. Our nurses perform such duties as taking temperatures and blood pressures or doing blood tests in preparation for the doctor's visit. Our medical assistants assist the nurses in setting up your visits with the doctor, completing school forms and organizing medical information.

Our front office staff answers the telephones, takes messages, schedules appointments and assist you at checkout.

Our Referral Coordinator, is there to assist you when you need a referral to another physician and to obtain preapproval for testing or equipment that your child may need.

Our Insurance Coordinators, work with our contracted insurance carriers. They are responsible for submitting claims to your insurance company, keeping up to date with the changes that these

companies make and making sure we are in compliance. Maria DeMaria is responsible for patient payments and is available to help you set up a payment plan if needed. You can contact them at 203-798-7661 with any billing question you might have.

OFFICE HOURS

Danbury Office

Monday	8:30 a.m. to 9:00 p.m.
Tuesday	8:30 a.m. to 9:00 p.m.
Wednesday	8:30 a.m. to 9:00 p.m.
Thursday	8:30 a.m. to 5:30 p.m.
Friday	8:30 a.m. to 5:30 p.m.
Saturday	8:30 a.m. to 2:00 p.m.
Sunday	9:00 a.m. to 1:00 p.m.

New Fairfield Office

Monday	8:30 a.m. to 4:30 p.m.
Tuesday	8:30 a.m. to 4:30 p.m.
Wednesday	8:30 a.m. to 4:30 p.m.
Thursday	8:30 a.m. to 4:30 p.m.
Friday	8:30 a.m. to 4:30 p.m.

Of course we are available after hours and on weekends. Our doctors can be reached anytime after hours for emergencies through our answering service; just dial our office number and an operator will assist you. Our office staff will be in at 8:00 a.m., Monday through Saturday, to return your call.

Please note that an after hours fee may be charged on weekends and for office visits scheduled after our normal closing time.

TELEPHONE CALLS

Questions are welcome by phone. A triage nurse is available during our office hours to answer your medical questions. If there is a high volume of calls, the nurse will prioritize the calls and get back to you and soon as he/she can.

There are times when the phones are turned over to our answering service during lunch for staff meetings. In the New Fairfield office, the telephones are turned over to either the Danbury office or the answering service from approximately 12:15 pm until 1:15 pm to give the staff an opportunity to have lunch and follow-up with patients. After office hours, we use a pediatric nurse triage line where your questions will be answered promptly, 24/7. Please be assured, however, that our doctors remain available for priority calls at all times.

REFERRALS

Many insurance plans request that you obtain a referral before visiting a specialist, or preauthorization for testing and x-rays. Our Referral Coordinator, can be reached at 203-790-0822 and will be happy to assist you in this process. We ask that you give our referral coordinator at least 3 days advance notice if you need a non-urgent referral.

Patient Portal

Our Patient Portal is a secure online website that allows patients and parents the ability to access personal health information and to gain access to online billing features.

How Do I sign up?

- Provide CPM with an active email account
- Visit our front desk staff, they will assist you in registering for the patient portal
- Visit our website and register for the Portal @ centerforpediatricmedct.com
- For additional Support contact our Portal Administrator at (203) 790- 0822

TRANSFERRING TO ANOTHER PRACTICE

Upon written request, we will be happy to make a copy of your child's medical record to send to his new physician. There is a charge of 45¢ per page with a maximum fee of \$30 per chart. Records will be transferred within 30 days of the written request.

ABOUT FINANCIAL ARRANGEMENTS AND MEDICAL INSURANCE

We are committed to providing you with the best care possible. If you have medical insurance we are anxious to help you receive your maximum allowable benefit. In order to achieve these goals, we need your assistance and your understanding of our payment policy.

Health Insurance I.D. Cards

Please have your health insurance I.D. card available at the time of each visit. It is important that we have the correct billing information. If a claim is not received by your insurance company in a timely manner, they can deny the claim, making you responsible for payment.

Payment for Services

Payment for services and/or copays are required and expected at the time of your appointment. Patients who are not prepared to make their copayment at the time of their appointment will be charged a \$10 administrative fee. There will be a \$20.00 fee for returned checks and we reserve the right to request payment in the form of cash or credit card for all future payments.

Payment for Forms

A fee is charged for each form (school, camp, and daycare).

Patient Balances

The Center for Pediatric Medicine expects payment on patient balances within 30 days of service. If you cannot pay your balance within 30 days we encourage you to contact Maria DeMaria, our Patient Representative, for assistance in the management of your account. Maria can be reached at 203-798-7661.

Missed Appointments

As a courtesy, our front desk staff will call you and confirm your appointment. Since their efforts are not always successful, we ask that you note your upcoming appointments on your calendar.

Unless cancelled, at least 24 hours in advance, **our policy is to charge for missed appointments.** Please help us serve you better by keeping scheduled appointments.

Please be aware that . . .

Your insurance is a contract between you, your employer and the insurance company. We are not a party to that contract.

Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover. While we make the best effort to understand the benefits of your insurance plan, *it is your responsibility* to distinguish services that are covered from those that are not covered. For example, is your child's physician a participating provider with your insurance company? If bloodwork is needed following an office visit, can it be performed at the doctor's office or should you go to a laboratory approved by your insurance company? If your child needs to see a specialist, do you need to obtain a referral from your primary care provider? Are you required to make a copay for a well examination? Please take the time to become familiar with your insurance coverage, as it will benefit only you.

BILLING AND INSURANCE – FREQUENTLY ASKED QUESTIONS

Q: If my insurance company pays for my baby's claims the first 30 days of life, does that mean my baby's insurance enrollment is complete?

A: *NO.* Most insurance companies will pay newborn claims for the first 30 days under the parent's policy. During this 30 days period, you must contact your employer, or your insurance company, to add your baby onto your policy.

Q: Both Mom and Dad have different insurance plans but the baby will be enrolled in only one of them. Does the pediatrician need to have both parents' insurance information?

A: *YES.* Most insurance companies pay under the parent's policy for the first 30 days, even if you decide not to enroll the child under your policy when the 30 days period has ended. During this time the child is covered under BOTH parents' policies, so the pediatrician will require information for both plans.

Q: If I get a bill and I know my pediatrician's office has my insurance information, should I call the billing office? I know it takes a while for insurance companies to process claims.

A: *YES.* Always call our billing office at 203-798-7661 when you get a bill that you believe your insurance should cover. May insurance companies require you to call every year to update your coordination of benefits, or they may need other information in order to process your claim. Our staff will assist you in navigating your insurance, when possible. Please note that most insurance companies give up to 3 months from the date of service to correct a problem. If the billing problem is not corrected in this 3 month period, the insurance company has the right to refuse payment, making the balance your responsibility.

Q: If my child has State Husky insurance and I get a bill, should I be concerned since the state insurance will cover 100% of my claims (except for the \$10 copay for the Husky B Plan).

A: *YES.* Always call our billing office when you get a bill. In many instances, the state has wrong information, such as date of birth, a misspelling of your name, or their records show the child is also covered under a commercial insurance that is no longer active. Our billing staff can help you identify the problem so that you can contact your caseworker to correct the error in order to get the claim paid.

Q: If the front desk does not ask me for a copayment at the time of my child's visit, does that mean I don't have a copay?

A: *NO.* It is not always clearly stated on your insurance card if there is a copayment due for a sick visit, well visit, or both. It is YOUR responsibility to know when a copayment is due. Please assist our front desk staff by making your copayment at the time of the office visit. Please be aware that, if you DO NOT pay your copay at the time of service, we will send you a bill with an

additional \$10 processing fee added to your account.

Q: Can I assume that I will not incur any charges for a well visit since my insurance policy states well visits are 100% covered?

A: NO. The physician's examination of your child is a covered benefit. However, there are many tests, procedures and questionnaires performed at well visits that your insurance may not cover. In many instances, insurance companies are no longer covering in full for urinalysis, hearing screen, eye tests and blood tests. If you have separate vision coverage, or your child sees an eye specialist, please let our nurses know so we don't duplicate services.

RECOMMENDED WELL VISIT SCHEDULE

The CPM Family understands that every family is different. We offer two well visit schedules for your infant during their first year; monthly well checks or the more traditional every other month schedule. Those who choose to come in monthly have the opportunity to discuss their concerns more frequently, and are often preferred by new parents. The 1 month and 7 month exams and 8 month nutrition consult are billed to the insurance company as OFFICE VISITS, and are not generally covered.

Well Visit Schedule

Parents/guardians are to accompany all children under the age of 18 to their well visits, however, after initially discussing the teen's health with the family, the parent(s) are asked to leave the room to give the teen privacy during the exam portion.

Birth - 2 1/2 Years

Visits in *Italics* are additional on the monthly well check-up plan

Length, weight, and head circumference will be done at all well visits from birth-2 1/2 years

In Hospital Visit

- ❖ Hepatitis B #1 vaccine
- ❖ Vitamin K injection
- ❖ Hearing Screen
- ❖ PKU screen

First Office Visit

- ❖ 24-48 hours after discharge, either with a provider or with our lactation consultant if breastfeeding

2 Week Visit

- ❖ Weight check
- ❖ Maternal Depression Screen
- ❖ Vaccine: Hepatitis B #1 (if not given in the hospital)

1 Month Visit (Must be 1 month after first Hepatitis B vaccine)

- ❖ Vaccine: Hepatitis B #2 (must be 1 month after Hepatitis B #1)
- ❖ Maternal Depression Screen

2 Month Visit

- ❖ Vaccines: DTaP #1, Hib #1, IPV #1, Prevnar #1, Rotavirus #1

3 Month Visit (For Infants visiting our practice on the monthly schedule)

- ❖ Vaccines: only if behind in vaccine schedule
- ❖ Weight check

4 Month Visit

Vaccines: DTaP #2, Hib #2, IPV #2, Prevnar #2, Rotavirus #2

5 Month Visit (For Infants visiting our practice on the monthly schedule)

- ❖ Weight check
- ❖ Vaccines: only if behind in vaccine schedule

6 Month Visit

- ❖ Vaccines: DTaP #3, Hib #3, Prevnar #3, Rotavirus #3, Flu #1 (in season),
- ❖ Anemia check
- ❖ Pedivision **OR** VEP vision screen (Danbury office only)
- ❖ TB & Lead poisoning questionnaires

7 Month Visit (For Infants visiting our practice on the monthly schedule)

- ❖ Weight check
- ❖ Vaccines: only if behind in vaccine schedule

8 Month Nutrition Consult (if needed)

- ❖ With our nutritionist Allison Stowell

9 Month Visit

- ❖ Vaccines: Hepatitis B #3, Flu (in season if not yet given),
- ❖ Ages and Stages developmental screen
- ❖ Lead poisoning questionnaire

12 Month Visit (Must be on or after 1st birthday)

- ❖ Vaccines: MMR #1, Varicella #1, Prevnar #4, Hepatitis A #1 **OR** Flu (in season, if not yet given)
- ❖ Anemia & capillary lead screen
- ❖ TB & Lead poisoning questionnaires,
- ❖ Pedivision **OR** VEP vision screen (Danbury only)

15 Month Visit

- ❖ Vaccines: DTaP #4, Hib #4, IPV #3, Hepatitis A #1 (if not done yet) OR Flu (in season, if not given yet)
- ❖ Lead poisoning questionnaire

18 Month Visit

- ❖ Vaccines: Hepatitis A #2, Flu (in season, if not given yet)
- ❖ M-CHAT Autism Screen
- ❖ TB & Lead poisoning questionnaire

21 Month Visit

- ❖ Vaccines: Hepatitis A #2 (if not given yet), Flu (in season, if not given yet)
- ❖ Ages & Stages developmental screen

2 Year Visit

- ❖ Vaccines: MMR #2, Varicella #2, Hepatitis A #2 (if not yet given)
- ❖ Anemia & Capillary lead screen
- ❖ TB & Lead poisoning questionnaires
- ❖ M-CHAT Autism Screen
- ❖ Pedivision or VEP vision screen (Danbury office only)

2 1/2 Year Visit (30 Months)

- ❖ Vaccines: Hepatitis A #2 (if not given yet), Flu (if not given yet)
- ❖ Ages & Stages developmental screen

3 Years through Young Adult

Height, weight, BMI, and blood pressure will be done at all well visits 3 years and up

3 Year Visit

- ❖ Urinalysis
- ❖ Pedivision or VEP vision screen (Danbury office only)
- ❖ TB Risk & Lead poisoning questionnaires
- ❖ Catch up vaccines (MMR, Varicella, Hepatitis A, Prevnar), Flu (in season)

4 Year Visit (Must be on or after the 4th birthday)

- ❖ Vaccines: DTaP #5, IPV #4, Flu (in season), catch up vaccines

- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision or VEP (Danbury) (Eye Chart in New Fairfield)
- ❖ Hearing screen
- ❖ TB risk and Lead poisoning questionnaires

5 Year Visit

- ❖ Vaccines: Flu (in season), catch up vaccines
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision or VEP vision screen (Danbury) (Eye Chart in New Fairfield)
- ❖ Hearing screen (if not completed at the 4 year visit)
- ❖ TB risk and Lead poisoning questionnaires

6 and 7 Year Visits

- ❖ Vaccines: Flu (in season), catch up vaccines
- ❖ Urinalysis
- ❖ Anemia check (if >3 years from last one)
- ❖ Pedivision or VEP vision screen (Danbury) (Eye Chart in New Fairfield)
- ❖ Hearing screen (if not completed at the 4 or 5 year visits)
- ❖ TB risk questionnaire
- ❖ Lead poisoning questionnaire (at 6 year visit only)

8 Year Visit

- ❖ Vaccines: Flu (in season), catch up vaccines
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ TB risk questionnaire

9 Year Visit

- ❖ Cholesterol Test (if indicated)
- ❖ Vaccines: Flu (in season), catch up vaccines

- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ TB risk questionnaire

10 Year Visit

- ❖ Cholesterol Test (if indicated)
- ❖ Vaccines: Flu (in season), catch up vaccines
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ TB risk questionnaire

11 Year Visit

- ❖ Cholesterol Test (if indicated)
- ❖ Vaccines: Tdap, Meningococcal #1, HPV #1 (Gardasil), Flu (in season)
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ TB risk questionnaire

12 Year Visit

- ❖ Cholesterol Test (if indicated)
- ❖ HPV (Gardasil) if series not completed, Flu (in season)
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ TB risk questionnaire

13 Year Visit

- ❖ Cholesterol Test (if indicated)
- ❖ Hearing screen
- ❖ HPV (Gardasil if series not completed), Flu (in season)
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)

- ❖ TB risk questionnaire
- ❖ Adolescent depression screen

14 and 15 Year Visits

- ❖ Cholesterol Test (if indicated)
- ❖ Hearing screen (if not done at 13 years)
- ❖ Vaccines: HPV(Gardasil) (if series not completed), Flu (in season)
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield),
- ❖ TB risk questionnaire
- ❖ Adolescent depression screen

16 through 21 Year Visits

- ❖ Cholesterol Test (if indicated)
- ❖ Hearing screen (if not done at 13 years)
- ❖ HPV(Gardasil) (if series not completed), Flu (in season), Meningococcal #2 at 16 years or at 17-21 years if series not completed) Meningitis B #1-3 ages 16-18
- ❖ Urinalysis
- ❖ Anemia check
- ❖ Pedivision vision screen (Eye Chart in New Fairfield)
- ❖ Adolescent depression screen