

Our Services

Introduction

Welcome to our office. This office exists to help parents maintain the health of their children from birth through adolescence. We do this by monitoring your child's nutrition, growth, and development; treating and preventing illnesses; and referring families to specialists for more unusual or serious problems. In short, we manage and coordinate the medical care of children. We view this as a team effort; parents, physician, medical assistants and other office staff all working together on behalf of your child. Good communication is extremely important in making this work.

Hours & Appointments

Office hours are 8:30-4:30, Monday through Thursday, 8:30 – 12 noon Fridays, and 10am – 11:30 noon Saturdays. “Wellness” visits are scheduled 2-4 weeks in advance. Office visits for illnesses will be scheduled the same day when appropriate. It's best to call us before 9:30 am if you would like your child seen that day. Our office functions on an appointments-only basis. This is to ensure that you and your child are allotted enough time. We appreciate it when parents are considerate and always call the office ahead of time rather than just dropping in. Of course, emergencies will be handled immediately. As a courtesy, we try to confirm all appointments one business day ahead of time; however, it is ultimately your responsibility to remember your appointments. If you need to cancel or change an appointment, we appreciate having 24 hours' notice. Occasionally, we need to reschedule appointments. We do this only when absolutely necessary, and with as much advance notice to you as possible.

Office Flow

We make every effort to stay on time with our appointment schedule; however, we do get behind occasionally if there is an emergency or if a patient is more complicated than we anticipate. We appreciate your patience when this occurs.

Permission To Treat

If your child is brought to the office by a relative, friend, or care-giver, we will need a signed consent from you authorizing us to provide necessary medical treatment. Of course, we would never deny treatment for an emergency.

Telephone Calls & E-mail

Many questions and minor illnesses can be managed by phone. Feel free to call us during regular business hours for routine problems. Calls are returned according to when we receive them, and how serious the problem is. Calls may be returned by the doctor or his medical assistant depending on the nature of the question. You may also contact us by e-mail – **healthykidzdoc@gmail.com** - for any reason except acute illnesses requiring prompt attention. Note that we may not check e-mail every day. After hours, If your child has a problem or emergency during non- office hours that can't wait until we're open, you can reach us by calling our regular office number. For urgent problems, call our answering service at (831) 462-5401. A fully-qualified pediatrician is always available.

Well Child Exams

From birth to age 2, well child exams are quite frequent since kids grow and develop so rapidly and this is such a critically important phase of their lives. From age 2 – 6, we like to see kids on a yearly basis; then from 6 on, every other year. There are many reasons for doing well child exams; perhaps the most important reason is to establish and maintain an ongoing relationship and rapport with your family. Trust and confidence between us is always important but especially if an emergency or serious problem ever occurred. For your convenience, the questionnaire forms for these well child visits may be downloaded from our website and filled out ahead of time. If you need us to fill out forms for school, camp or sports physicals, our policy is that the information we provide on the form must be based on a recent office visit.

Hospital Affiliations

- Dr Silverman practices office-based pediatrics only. Newborns and children needing hospital admission are cared for by fully-qualified pediatricians who share hospital/emergency call at Dominican Hospital and Sutter Maternity & Surgical Hospital.
- Both hospitals have birthing services and availability of Newborn ICU's ("NICU") for sick infants. Neonatologists are on full-time staff at Dominican and are also available at Sutter if need be.
- Older infants, children, and adolescents who require hospitalization are admitted to Dominican.
- Critically ill kids or those with unusual disorders are transported or referred to LPCH/Stanford Medical Center or to UCSF for expert care.

Prescriptions

For most new prescriptions, especially antibiotics, you will be asked to bring your child into the office so that we may perform an exam and evaluate the need for medication with you. This

helps us select the correct medication and to avoid medicating children unnecessarily. Refills for prescriptions or Rx changes may be handled by phone; however, at times we may again require a face-to-face visit with you to examine your child.

Referrals to Specialists

If your child has an unusual problem, or a disorder requiring special expertise, we may refer you to a qualified pediatric subspecialist for consultation. We are committed to having only consultants who are experienced and knowledgeable about children help us with our patients. Often this means parents will need to travel to Stanford or UCSF Medical Center to receive appropriate care.

Emergencies

Serious or life-threatening medical problems should be evaluated in the emergency department of the closest hospital. Examples would be: trauma with deep or gaping wounds or significant bleeding; seizures; unconsciousness, severe allergic reactions; poisoning; and serious burns. In these situations, go directly to the ER or call 911 for assistance. For less acute problems, call us and we will advise you on the appropriate course of action. Please note that we don't suture lacerations, or do other surgical procedures in the office; ER physicians are generally much more experienced at this. Also, we do not have x-ray equipment in our office.

Insurance and Payment Information

Our fees vary according to the length and complexity of the visit, the types of immunizations given, any procedures or tests done, and any supplies used. Remember that our fees have to cover all the costs of running a full service office, including the salaries of all the staff; and that the service we provide includes such things as time spent dealing with insurance companies on your behalf; maintaining your child's medical records in a logical, organized chart; being available 24 hours a day for phone advice or emergencies; and continuing education and seminars to constantly improve our service to you. We adjust our fees periodically to reflect changes in the cost of supplies, labor costs, and the rate of inflation. We are happy to discuss our fees with you at any time. Co-payments must be made at the time of service. If you have a large deductible, or no insurance and you are unable to pay your entire bill, we will extend credit when it is warranted. An agreement would then be made with you for making regular payments. If you have Medi-Cal insurance, you must present a current, valid Medi-Cal card for your child at each visit.

Please update us regarding any change in your insurance when you come in for appointments. The same goes for changes of address, phone number, or e-mail address.

Managed Care

Many insurance companies these days operate through managed care networks or organizations. In this system, the pediatrician is your child's "primary care physician" (or "PCP"). If your child needs to see a specialist or have tests, an authorization may be required for this. If approved, you would then see a specialist who belongs to the "network" of physicians, or have the test at an approved facility. Managed care has helped to keep the cost of medical care under control, but at a price; more red tape, and less flexibility and choice for families. You do always have the option of going outside the network or system; however, you would be responsible for a greater portion or possibly all of the fees. Be assured that HMOs will virtually always cover care that is urgently required.