



## What to Expect When You Are Expecting at Premier Pediatrics

### **What are your office hours?**

Premier Pediatrics is open 8:30 am to 5:00 pm, Monday through Friday. There is always someone available to take your call 24/7, 365 days a year.

### **What is the “Premier Service Fee?”**

In 2017, we initiated an annual “Premier Service Fee” of \$150 per child with a maximum of \$450 per family. You can read more about this and the benefits that this membership plan offers on our website under the “New Patients” link when you click on the “For Parents” tab at the top of our website page.

### **What if I have a medical question during the day?**

Our experienced nursing staff answers questions during office hours on weekdays. The nurses will routinely ask the pediatrician about complex problems you may experience. If you would prefer to speak with one of our pediatricians, our receptionists or nurses will arrange for one of us to return your call.

### **What happens if I have a question after-hours?**

There is always a provider available by phone for emergencies. If you need immediate assistance after-hours or on weekends, call the Premier Pediatrics' phone number and follow the prompts to be directed to our answering service. The service will take your information and forward that information to the provider on call who will return your call within 30 minutes. If you do not receive a call back within this time frame, kindly call back as there may have been a problem with the system.

### **Where are patients referred after-hours?**

Our provider on call will triage after-hours phone calls and let you know if your child needs to be seen urgently at a pediatric urgent care facility or emergency room.

### **Will you visit my baby in the hospital?**

One of our pediatricians makes rounds at the hospital every morning at Jupiter Medical Center. Your baby will receive a newborn exam every day he/she is in the hospital. We will tell you on the day of discharge when to follow-up in our office. Typically, we recommend the first newborn visit in our office 2-3 days after discharge, unless we specify sooner due to feeding problems, jaundice, or any other issues. If you deliver at another hospital, please call us to set up an appointment for your baby prior to leaving the hospital.

### **How often do we come to see you in the first year of life?**

Routine well-child checks are very important visits to make sure that your baby is growing and developing normally. We typically do these well-child checks at 2-3 days of life, 2 weeks of age, 1 month, 2 months, 4 months, 6 month, 9 months, and 12 months. We will recommend that you come to our office more frequently if there are any concerns or issues that need to be addressed or followed more closely.

**Is there anything I need to do to register with your practice before my baby is born?**

There is nothing you need to do before your baby is born to register him/her with our practice. Simply state that "Premier Pediatrics" is your pediatric practice when they ask you who your pediatrician is at the delivery. If you deliver your baby at Jupiter Medical Center, we will be notified when your baby is born and will plan to see you and your baby during hospital rounds every morning.

**If my child is sick, are you able to see my child that same day for a sick appointment?**

We save time each day in our schedules for same-day sick appointments. In general, our patients are able to be seen that same day for urgent issues.

**Do you support breastfeeding?**

Each provider at Premier Pediatrics has experience with breastfeeding. We are always happy to offer support when needed and wholeheartedly support breastfeeding if that is the mother's choice.

**What is your practice's philosophy on vaccines?**

The providers at Premier Pediatrics wholeheartedly support vaccines. We believe that vaccines are safe and protective for your child. Experts including the American Academy of Pediatrics, Center for Disease Control, and Advisory Committee on Immunization Practices through evidence-based research has proven the safety and benefit of vaccines. Children who are not immunized are at a greater risk of contracting these preventable diseases. Recommended routine vaccinations now begin in the nursery with the Hepatitis B vaccine. After that, the next set of vaccines starts at 2 months of age. Our recommended vaccine schedule is the same schedule that is recommended by the American Academy of Pediatrics and is posted in every exam room. As a parent, it is important for you to be informed about vaccines. We are happy to discuss vaccines with you at any time.

**What are Common Newborn Tips?**

- 1) Buy a rectal thermometer as it is the most accurate way to take a temperature in the newborn period. If your baby feels warm and the rectal temperature is greater than or equal to 100.4, call us immediately for further guidance. We take fevers very seriously in the first few months of life.
- 2) Do not give Tylenol, Motrin or cough/cold medications to your newborn baby.
- 3) All babies should be put on their backs to sleep – this helps to prevent SIDS (Sudden Infant Death Syndrome).
- 4) If your infant seems to have a stuffy nose and you cannot remove the mucus with the bulb suction, you can try nasal saline drops. Drop a few drops in each nostril, wait a minute, and attempt suction again. Always use a gentle technique for suctioning and try not to do it more frequently than 2-3 times a day.
- 5) Do not give your baby a regular bath until the umbilical cord falls off. A sponge bath is okay to give before the umbilical cord falls off but try not to get the umbilical cord wet. Call us immediately if you see any blood, discharge, swelling or redness around the umbilical cord site.
- 6) Try to avoid germs as much as possible in the first month of your baby's life. If any friends or family want to come to visit, make sure that none of them have any signs of illness (fevers, cough, congestion, etc.). Any visitor should wash their hands before touching or holding the infant. Avoid crowds such as at malls, grocery stores or sporting events.
- 7) Some Reasons to Call in the First Two Months
  - a. Your baby's skin or eyes are turning yellow
  - b. Your newborn is irritable, or sleeping more or less than usual
  - c. Your baby is not feeding well and has fewer wet diapers
  - d. Your baby has a rectal temperature equal to or greater than 100.4F
  - e. Any unusual activity that concerns you

To learn more about our practice or for more information, please visit our website at [www.mypremierpediatrics.com](http://www.mypremierpediatrics.com)