

# WELCOME TO Holyoke Pediatrics

413-536-2393 [www.holyokepediatrics.com](http://www.holyokepediatrics.com)



Thank you for choosing Holyoke Pediatrics! We are proud to have been a member of this community for over 45 years. Our goal is to have a positive impact on the lives of children by providing the highest quality health care in a welcoming and comfortable environment. At two convenient locations in Holyoke and South Hadley, we provide a full range of primary care services for infants, children, adolescents and young adults up to the age of 22 years. These services include, but are not limited to, well child checks, same day sick visits, sports physicals, on-site laboratory services, lactation counseling, and evaluation of emotional or behavioral concerns by our on-site behavioral therapists.

## **BUSINESS HOURS**

### ***Holyoke Office***

Monday - Friday 7:30 am - 5:00 pm

### ***South Hadley Office***

Monday - Friday 8:00 am - 5:00 pm

## **We are OPEN evenings and weekends!!**

***Additional after hours for urgent sick appointments are offered in Holyoke.***

Monday - Thursday 5 pm to 7 pm

Saturdays, Sundays, and Holidays 8:00 am - 12:30 pm

*Closed only on Thanksgiving and Christmas*

## **Phone Triage**

When the office is open, phone calls are handled by our trained nursing staff. They are available to answer medical questions, book urgent sick appointments, or forward messages to your child's provider for a return call.

**Please remember: Always call us before going to an emergency room or an urgent care center.**

When the office is closed, we are still available for your urgent care needs. By following the prompts when you call our main number, you will be connected with our nurse triage service. They can give you valuable advice for your urgent medical needs. If the need arises, they can have our on-call physician contact you directly. Kindly reserve calls during these *non-business hours* to those urgent matters that cannot wait until the office re-opens. In the interest of making sure your child receives the highest quality care available, **we highly discourage the use of urgent care centers.** The experienced nurses on our triage service can help you decide when and where your child should be seen.

## **Scheduling Appointments**

All visits are by appointment only. Well visits and non-urgent follow-up appointments can be scheduled 3-4 months in advance. Sick visits are booked as same-day appointments. We reserve a certain number of appointments each day for our patients' urgent sick needs. We try our best to have our patients see his/her primary care physician at all times, but if your primary physician is unavailable, one of our other providers will be available to see your child.

Please always call to cancel an appointment 24 hours in advance. We have a strict no-show policy in our practice. If you miss your scheduled appointment 3 times in one year without appropriate notice, you may be asked to leave the practice. We understand emergent situations happen, but please always call so we can open the slot for another child.

## **Prescription Refills**

You can request refills for your child's medication refills in two ways:

1. Send us a message through the patient portal.
2. Call our office during regular business hours and follow the prompts to request a refill.

Regardless of which option you chose, you will need the following information: patient's name, date of birth, name of medication, strength and dosage, the doctor's name, the pharmacy name and phone number, and a number you can be reached at if there are any questions. **Please allow 48 hours for all prescription refill requests to be completed.**

## **Patient Portal**

For your convenience, we provide access to an online patient portal. Once enrolled, you can securely view medical information, receive test results, request medication refills and send a message to your child's provider.

## **Website & Facebook**

Please visit our website at [www.holyokepediatrics.com](http://www.holyokepediatrics.com) and follow us on Facebook for the most up to date information about our practice. In addition to offering educational resources, downloadable tools and forms, and descriptions of office policies, this is where you will find important announcements, including any inclement weather delays or cancellations.

## **Hospital Affiliations**

Our physicians have admitting privileges at Baystate Children's Hospital if hospitalization of your child is ever necessary. We visit Baystate Medical Center daily to round on inpatients from our practice, including all healthy newborns. We are also proud of our affiliation with Boston Children's Hospital through the Pediatric Physicians' Organization at Children's (PPOC). This partnership gives our patients better access to pediatric specialists across the state.

## **Lactation**

We know that difficulties can arise at any point during the breastfeeding process. We have certified lactation counselors available by appointment to see you and your child if desired. We want to help mothers, both first time and experienced, become more successful and confident with breastfeeding.

## **Care Coordination**

Our Medical Home Care Coordinator Program helps to coordinate care and care planning for our patients. Through this program, we advocate for all patients, especially those with complex medical, developmental or behavioral health challenges. We provide one-on-one education and outreach to help our patients and their families connect with services and resources beyond our practice.

## **Languages**

If English is not your primary language, we have providers, clinical and administrative staff that are fluent in Spanish. Interpreters for other languages are available upon request.