

## PRIVACY MANAGER/BLOCKED CALLS

The recent increase in the use of Privacy Manager and other services that prevent blocked calls has become a significant barrier in providing free after hours phone consultation with the physicians. For obvious reasons, the doctors will not unblock their own private numbers. Please have them paged only to a phone number that will accept a blocked call. The use of blocking services may result in the on-call doctor being unable to attend to your concerns about your child's health.

## IMPORTANT

If you are planning on joining a PPO, POS or HMO plan in which you do not see us listed as participating providers, please ask us if we are affiliated with that particular plan or check the interactive feature on the plan's web site.

## OUR WEB SITE

[parksidedeps.com](http://parksidedeps.com) - includes helpful informational booklets

## PARKSIDE PEDIATRICS, S.C

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Hours: Mon. and Tues. 9-5  
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## WELCOME

We want to welcome your family to our practice. The information that follows is designed to answer many of the frequently asked questions. The more you know about our policies and methods, the more we can be of service. If there are any additional questions, please feel free to ask them.

## PRACTICE DESCRIPTION

The practice has only one office and two physicians, both board certified in Pediatrics. We feel this is an optimal situation since we are able to maintain an informal, friendly atmosphere while still being able to provide continuous coverage if one of us is ill or on vacation. The physicians and the employees in the office operate together to function as your Patient Centered Medical Home Team. We will coordinate care with Specialists, Hospitals, Home Health Agencies, Behavioral Health Specialists, and Community Services. In general, all patients are patients of the practice and are not assigned to a particular physician. We sought only friendly, highly qualified professionals to serve you. Our location was chosen for the easy accessibility of supportive services of Lutheran General Hospital with its quality laboratory and radiology departments.

## PHILOSOPHY

Our goal is to provide your children with the best medical care available in a friendly relaxed atmosphere. We provide evidenced based care and will at all times treat your children as we would want ourselves and our family members to be treated regardless of insurance status. Between well and sick visits, you will spend a fair amount of time in our office during the first few years of your child's life. We strive to make these visits as enjoyable, informative, and efficient as possible. We try to manage problems over the phone and thereby minimize frequent trips to the office. However, this is very dependent on the child's age and particular complaint. In light of the possible significant side effects associated with medications, we rarely prescribe over the phone. This is for your child's protection since it will allow us to prescribe the appropriate medication for all parts of the illness, many of which are frequently not obvious, while at the same time minimizing the risks of the treatment. In addition, we cover safety, nutrition, and mental development, as well as, physical growth and illness prevention. We stress education and encourage parents to become involved in decision making.

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## **OFFICE HOURS**

Our hours are listed at the top of the first page. We have informal hours on Wednesdays, Sundays and holidays. If it becomes apparent that your ill child will need to be seen on those days and you contact us the prior evening or early that morning, we will set up a time to meet you at the office while we are making rounds. We would prefer that your child be seen in our office, rather than an Emergency Room or an Urgent Care Center, including “Walk-In Clinics” such as CVS and Walgreen’s. This ensures your child is seen by a Pediatrician who knows your child’s history, minimizes the waiting time, and provides someone to call with subsequent questions. If you call us at a reasonable time during normal business hours and your child needs to be seen, we will schedule an appointment for that day. We make every effort to honor all time commitments and request that you extend the same courtesy.

## **CARE OUTSIDE OF OUR OFFICE**

We strongly encourage you to call us prior to going to the Emergency Room or an Immediate Care Center. Whenever you are seen in by a Specialist, in an Emergency Room, or in an Immediate Care Center, please confirm that they have our contact information to insure that the clinical information gets sent to our office.

## **TELEPHONE CALLS**

You are encouraged to call with non urgent questions during office hours. This would include scheduling or canceling an appointment, requesting medication refills, obtaining laboratory or diagnostic testing results, Specialist referral recommendations, insurance preauthorization coordination, and sending clinical information to Specialists. Your medical questions are not answered by the Office Staff, Nurses, or Medical Assistants, but one of the Doctors will come to the phone as quickly as possible. If you find it necessary to contact us after our regular office hours with an urgent medical problem that you feel cannot wait until the next scheduled office day, call the office phone number. Follow the prompts for an urgent issue (Option 1 then Option 2), type in your phone number, and then wait for the Operator. Our answering service will relay your phone number and message to the doctor on call. Your call will be returned at our earliest opportunity, generally within 15 minutes, but in all cases within 60 minutes. Infrequently there may be a problem with the physician returning your call. If you do not receive a return call within 60 minutes, please contact the service again. If you feel you have a significant medical issue which requires an immediate reply, inform the answering service of this and describe the circumstances of the problem. We will return the call as quickly as possible. Messages left on the voice-mail system will not be retrieved until business hours on the next scheduled business day.

## **VISIT SCHEDULE**

We will see your child frequently as they grow up. This provides the opportunity to assess the multitude of changes that occur, including those issues dealing with physical and mental growth, nutrition, safety, and illness prevention. This is especially important in the young child who cannot communicate effectively and in whom the sooner the problems are detected the more effective the treatment. In addition, we also speak as often on the phone as is necessary between visits. We feel this frequent contact helps to maintain a low anxiety level in parents. We strongly encourage parents to bring a list of questions to each appointment. In this way we can ensure that nothing is left unanswered at the end of the visit.

## **OFFICE PROCEDURES**

We only do procedures and tests in the office that we do frequently enough so as to provide an accurate result at a reasonable cost to the family. These items include: urinalysis, rapid strep test, hemoglobin (to check for anemia), lead level, and simple to moderately complicated suturing. Other tests such as x-rays, blood cultures, and complicated wound repairs are best done in the hospital which is directly adjacent to the office building.

## **STAFF PRIVILEGES**

Lutheran General Hospital, Park Ridge

## **FEES AND PAYMENT**

We make every effort to keep down the cost of medical care. We feel that our fees are comparable to other practices in the area. You can help by paying your co-payment (or if you are not in a PPO, your office fees) at the time of service. We participate in numerous PPO plans and will file the claim for your visit directly with any plan in which we are enrolled. If we do not participate in your insurance plan, we can provide you with a prepopulated claim form which will simplify the process of your filing with your insurance company. If payment for your portion of the billed services is not received within 90 days after the date your insurance company has paid its portion, your account may have a finance charge imposed. If financial difficulties do arise, payment schedules can be arranged and special considerations may be made, so please ask. We do not want a delay in treatment simply because the family is unable to pay immediately.