

Patient Portal

We are pleased to offer a patient portal which will allow you to log in to our secure website to review your test results, medications, and health recommendations.

You will be able to securely log in from any computer or smartphone with an Internet connection!



Keep track of appointments



Access and view Lab results



Request prescription refills



View your personal health record



Receive educational materials



Send & receive messages from staff



Receive health reminders



View & request Referrals

Health Information Technology

We have implemented an electronic medical record (EHR) to help assure quality care. Your medical record will be accessible by the provider on call, if you need medical advice outside of office hours. We also prescribe medications electronically, which will help us avoid harmful drug / allergy interactions and dispersing errors.

Features of a Medical Home

- ✓ You have a personal physician and care team.
- ✓ Medical care directed by your personal physician.
- ✓ Enhanced access to medical care.
- ✓ Enhanced communication between you and your health team.
- ✓ Preventative care and early management of health problems.
- ✓ Medical care is coordinated with specialists.
- ✓ Effective communication between your primary care provider and specialists.
- ✓ Attention to your personal, medical and life circumstances to provide the best care.
- ✓ Education and support for you to participate in your own care.
- ✓ Use of Health information technology to focus on quality and safety.

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PATIENT CENTERED MEDICAL HOME

Wellington Pediatrics is pleased to be transforming to a "medical home" that is centered around you, the patient. This brochure describes our new practice model.



Your Care Team

Provider: Your physician coordinates and directs your medical care. You should select your own provider, and make all appointments with your provider for routine and sick visits (where possible). Your provider is responsible for decisions regarding treatment recommendations, interpreting of test results, and referral recommendations.

Nurses and Medical Assistants: Critical members of your health team include the nursing staff and medical assistants. They obtain medical histories and vital signs, and participate in your care by informing you of test results and recommendations by your provider. They also educate you about your conditions and treatments, identifying any necessary preventative tests and immunizations, and answer any questions about your care.

Resources We Want You to Know About:

www.chad.org ADHD support group
www.211palmbeach.org special needs helpline
www.infantsswim.com self-rescue technique
www.posion.org 1-800-222-1222

Appointments:

Our goal is to offer appointments with your own provider at your convenience, including same-day appointments. If your provider is not available for an urgent problem, you will be offered an appointment with another provider.

We will strive to allow enough time for your provider to address all of your medical concerns at each visit. By using the team approach to your care, your provider can efficiently manage his or her time so that your needs can be completely addressed.

Preventative Care:

A Medical home is the place for tracking all of your medical care, both for health problems and for preventative services, such as screening tests and immunizations.

We will keep a record of these tests and immunizations, and inform you when they are needed. If you arrange for a test on your own, please have a copy of the test results sent to our office.

Care Coordination:

We coordinate care with specialists through two-way referrals, reports, and phone contact as needed.

Communication:

We will communicate with you in an efficient manner that responds quickly to your questions and needs.

For routine medical questions, we are available during normal office hours. Your call will be directed to your care team and responded to quickly. If medical decisions are needed, your physician or nurse will address your call, and you will be informed of their recommendation.

For urgent questions or problems, please inform the staff member answering the phone, so that your problem can be addressed quickly.

There is always a physician on call to respond to problems that should arise when the office is closed. For true medical emergencies, you should dial 911, and when possible, inform our office about the situation.

Whole Person Care:

Each patient has a unique personal, medical, family, and spiritual situation. We will address your medical concerns in the context of your own life, to help best achieve your health goals. If needed, you will be given educational self-care management materials to help you manage your own care. You will be referred to local services that can help you meet your goals, such as dietitians, physical therapists, and health education classes.

Quality and Safety:

We are committed to providing medical care that has been shown to be safe and effective. We participate in continuing medical education to keep up with new and effective treatments. We are always on the lookout for ways that we can improve our patient care and service. We run reports to make sure that lab and imaging test results have been received in a timely manner. We will periodically distribute patient surveys so that you may tell us how we are doing and whether you have any questions or concerns.