

When you're on a quest for the best pediatrician in Miami, it is crucial when choosing a pediatric practice for your children that you have given serious consideration to the fit between the practice philosophies and your own. Excellent care happens when the physicians and office staff are aligned with your family priorities and philosophies regarding medical care. Only then can shared decision making be based on mutual respect.

Please read the following checklist carefully to be sure Doctor Ana Pediatrics is the appropriate medical home for your children. We look forward to meeting you and forming a mutually rewarding relationship.

TOPIC	PRACTICE PHILOSOPHY	Agree!
Vaccines	Our <u>vaccine policy</u> follows the schedule outlined by the CDC and the American Academy of Pediatrics. We vaccinate our own children on schedule and expect the same of our patients. Thank you for protecting our community!	
Antibiotics	We work hard to not overuse antibiotics. We educate families on <u>appropriate use of antibiotics</u> , and follow evidence-based guidelines. We don't automatically treat ear pain or a green snotty nose with antibiotics. We do not routinely call in antibiotics over the phone as we do not believe that is good medicine. When we believe antibiotics are appropriate treatment, we will be happy to answer your questions. Together we can create a healthier community.	
Medical Home	We work hard to provide comprehensive medical care and serve as your medical home. To that end, we expect that you contact our office FIRST before seeking specialty care, or heading to Urgent Care. We are happy to direct you to the most appropriate place for care.	
Technology	Our practice prides itself on efficiency through use of technology. You will be expected to contact us through our patient portal and effectively use automated reminders and patient engagement enabled via technology. Let's stay connected!	

<p>Office Hours</p>	<p>We make every effort to meet the needs of our patients, but we are a small practice and don't see most well visits on the weekend, nor have walk in hours. Please familiarize yourself with our <u>office hours</u> to see if they work for your family & know our doctor are always available after hours.</p>	
<p>After Hours</p>	<p>We have a <u>physician on call 24/7/365</u>. Call our main number to be connected to our answering service, First Call. First Call nurses will take your call and answer your urgent questions. If necessary our physician will be contacted for further discussion. Unless it is a true medical emergency (in which case you should call 911), we encourage you to call the on-call service to discuss recommendations prior to heading to the Emergency Department or Urgent Care.</p>	
<p>Specialist Care</p>	<p>As your medical home we expect that you will contact our office to discuss care plans before scheduling an appointment with a specialist. We want to be involved in either providing care in our office where appropriate, or referring you to the most appropriate specialist and helping coordinate your care. Whenever you do see a specialist, we ask that you request a report be sent directly to our office so we can coordinate all of your care.</p>	
<p>Insurance</p>	<p>Please make sure we take your <u>specific insurance</u> plan. If there are any questions, call our office and/or check with your specific insurance company.</p>	
<p>Billing and Fees</p>	<p>It is up to you to understand how your insurance works including deductibles and co-insurance and to provide up-to-date insurance information at every visit.</p>	
<p>Appointments</p>	<p>We do not have walk-in hours. Please call our office to make an appointment and tell the staff (who answer all calls) <i>all</i> of your concerns so that they can allow the appropriate length of time.</p>	

