

# PEDIATRICS, P.C.

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Mark A. Blazek, M.D., F.A.A.P.  
Kathleen L. Lemmen, M.D., F.A.A.P.  
David L. Ohmart, M.D., F.A.A.P.

670 Mall Drive, Portage, Michigan 49024  
Main telephone number: (269) 327-1900  
Billing office number: (269) 327-5700  
Fax: (269) 327-1564  
[www.pediatricspckazoo.com](http://www.pediatricspckazoo.com)

Marcia A. Ellis, P.A.-C.  
Ann P. Sheehan, DNP, CPNP  
Sandra D. Wiederhold, M.D., F.A.A.P.

## **OFFICE HOURS**

Monday through Friday: 8:00 A.M. to 5:00 P.M.  
Saturday: 8:00 A.M. to 12 Noon

**WELCOME!** Thank you for choosing us as your child's pediatrician. The information that follows is designed to answer many of the questions you may have. With this information, we hope that your child will receive optimum care and that you can utilize our services to your satisfaction. Please visit our website, [www.pediatricspckazoo.com](http://www.pediatricspckazoo.com), for important updates and information about your child's health and safety, and information about our practice. We are also on Facebook, so be sure to "friend" us to receive important news and updates. Be sure to provide us with your email address so we can send you email reminders about appointments and news from the office. If you have any questions, however, please feel free to call us.

**APPOINTMENTS:** We see all our patients on an appointment basis, and we request that you call in advance. Privacy is important, and the nature of all phone calls in this office is confidential. It is very important that, when scheduling an appointment, you tell the receptionist all of the concerns you wish to discuss with the doctor so that adequate appointment time is allowed. **It is our goal to see each sick child on the day you call for an appointment.** Please call for appointments between the hours of 8 A.M. to 4 P.M. weekdays and 8 A.M. to 11 A.M. on Saturday. If you have an appointment for one child and there is some medical problem for a second or third child, please call in advance to make the additional appointments. Our receptionists will make an effort to arrange more time as necessary.

***\*It is important that you are on time for your appointments. If you are late we may need to reschedule or shorten your appointment. If you cannot keep a scheduled appointment, please call promptly to cancel. Excessive no-show/no-call appointments may result in discharge from the practice.***

**WHO CAN BRING A CHILD TO AN APPOINTMENT?** While we prefer parents bring the children to their appointment, we know that isn't always possible. When you complete your Family Information Form, you will be able to authorize up to 3 additional people to obtain medical care for your children. If at any point you send someone other than those you have authorized, we will require a written authorization from you. For your convenience, we have a form on our website that you may use. Teenagers may come to their appointment alone. The physician will communicate with the person bringing the child, or with the teenager. We ask that you, the parent, have the authorized person or teenager relay that information to you. If you have additional questions, please call.

**TELEPHONE CALLS:** Our parents are encouraged to call with any questions they may have. If you are calling to schedule routine physical examinations, please place your call after 11:00 A.M. or during the afternoon when the phones are less busy. If you are seeking routine medical advice, the receptionist will give your call to our phone triage nurse.

**EMERGENCY AND AFTER-HOURS:** One of our physicians is on call at all times. Please limit your night and weekend calls to urgent matters. When calling after hours, you will hear a recorded message directing you to call the answering services at 384-7710. If you need to speak to the doctor immediately, please make this clear to the answering service. If you have a caller ID service on your phone, be advised that the physician may be calling from an "unidentified" number. If you have a call blocking service that will not allow unidentified numbers through, you either need to turn it off or provide an alternate number. We cannot be responsible for tracking you down. **If you do not receive a call back from the physician within 30 minutes, please call the answering service again.**

**BILLING AND FAMILY INFORMATION:** It is very important to notify us if you have any changes to your insurance. We will ask you to review the information at every appointment, as well as completing a new form on an annual basis. We understand how difficult it can be to understand your insurance coverage. Co-pay is a fixed amount your insurance requires you to pay to the physician for office visits and some other procedures. Coinsurance is typically a percentage of a fee that is determined when a claim is submitted to the insurance company. Deductible is an amount your insurance says must be paid by you before they will pay. Contact your insurance company or employer to learn what your policy will pay and what your responsibility will be.

We trust that this information will help you become better acquainted with our office and help you acquire the kind of care you desire for your child. We look forward to caring for your child and being of assistance to you.