

David M. Millsaps, MD FAAP  
 Brooke Lawrence Hata, MD FAAP  
 Lynn B. Spees, MD FAAP  
 Sommer C. Clark, MSN CPNP  
 Angela R. Allen-Helms, MSN CPNP  
 Melissa D. McKenzie, MS CPNP  
 Amy R. Ravenscraft, MSN CPNP  
 Elizabeth Sheeks, MS RD LDN  
 Melissa A. Smith, RD  
 Susan H. Huffman, CMPE, Practice Admin

# Unifour Pediatrics, PA



*Comprehensive Medicine ... Infants through College-age*

*Location:* (Do NOT mail to this address)  
 3411 Graystone Place (off Fairgrove Church Road)

*Postal address:*  
 P. O. Box 1347  
 Hickory, NC 28603-1347

*Phone:* (828) 328-1118, *FAX:* (828) 328-1119  
*Website:* www.UnifourPeds.com  
*Email:* huffman@UnifourPeds.com

## HELPFUL INFORMATION ON TELEPHONE CALLS AND OFFICE VISITS

(How to receive help from Unifour Pediatrics for sick, injured, or well pediatric patients at various hours and on various days)

Please keep this at home by your telephone or on your refrigerator door (and another copy by your work phone)

### A. SICKNESS OR INJURY TELEPHONE CALLS and/or OFFICE VISITS DURING REGULAR OFFICE HOURS:

We try to see sick or injured patients the same day of your call, providing parents call at reasonable recommended times. Call as soon as you can after 8AM (828 328-1118) to assure the earliest appointment time (starting at 8AM), before the schedule starts filling up. We follow a standard medical "triage" protocol of trying to see (or return telephone calls to) the sickest or more seriously injured children first. This triage system may, on occasion, re-order the telephone call-back schedule, or "throw off" our office appointment schedule of those who have previously made scheduled appointments. To be fair to those with planned scheduled appointments, "walk-ins" (those who simply walk in and want to be seen without calling ahead) without true emergencies will often have to wait until those previously scheduled patients have first been seen. Therefore, to avoid excessively long waiting times, we strongly suggest that you always call for an appointment. Furthermore, if you know that your child clearly needs to be seen, that there is clearly not an emergency situation, and there are no nursing questions that need to be asked before the appointment time, then simply make the appointment via our office personnel rather than wait for a "nurse call-back". On the other hand, in certain circumstances, we can provide you appropriate nursing guidance over the phone, and we will be glad to help you out to that end. Here is what to do if you need to call:

**\*\* If you have a true or suspected medical emergency, call 911.**

**\*\* If you have a poisoning or suspected poisoning, call 800-222-1222.**

**For other calls, it is important to provide the following information** to our office staff when you call:

- correct phone numbers and times that you can be reached (*try to keep the phone free for a "call-back"*).
- your name and relationship to the patient.
- full name, age, sex and birth date of your child.
- short but clear description of the problem.
- urgency of this problem, so that we can triage the office appointments and calls in order of clinical importance.

**(1) If you REQUIRE a nurse call-back before an appointment is made**, we will usually call you back as soon as we can. *We will try to transfer most urgent calls directly to our clinical staff at the time of your original call.*

**(2) If you clearly need an appointment, if there is not an urgent problem, and if you do not need to talk to the nurse first, then you should go ahead and make your appointment at the time of this initial call.** *It is much faster to simply make the appointment rather than having to wait for a nursing "call-back" (and best appointment times may quickly "disappear").*

**Telephone NO LATER THAN 4:00 PM weekdays** - and it might still be possible to see you in the office that same day. *Unfortunately, if you call too late in the day, there may no longer be appointment slots in the late afternoon. Furthermore, once we have shut down laboratory and computer equipment, and sent home key personnel, we can no longer see you in the office.*

*In fairness to our other patients (and to you), we need you to be on time for appointments. One late appointment may cause a backup of three or four others. If you are more than 10 minutes late, we may ask you to reschedule.*

**Please do not be a "no show" for an appointment** (We respect you, and we hope that you will respect us as well).

- B. **WELL CHILD VISITS:** Well child visits are important components of preventative medicine and frequently locate hidden problems early, when proper management can be most successfully attained. They are the standard of care expected by the American Academy of Pediatrics and by medical practice credentialing and certification organizations with which we participate. **Well child visits are expected and are not optional.** Please be on time for your well child visit. In fairness to our other patients (and to you), we need you to be on time, since one late appointment may cause a backup or three of four others. If you are more than 10 minutes late, we may ask you to reschedule.
- C. **OFFICE VISITS OUTSIDE REGULAR OFFICE HOURS:** Telephone us at **328-1118** at the times listed below. Extra charge applies for these after-hours office visits, as employee and overhead costs are much higher. These visits are for sick or injured “urgent care” patients and not for routine well visits. Although we can usually arrange nursing and laboratory services, we do not have full “weekday staffing” (thus no well check-ups, etc). The front door may be locked for security purposes, and if so, push the doorbell and we will come out and let you in.
- Telephone AT 8:00-8:15 AM on a Saturday, Sunday or Holiday - if you wish to be seen that morning.
  - Telephone BY 4:00 PM on a weekday afternoon - and an office visit might still be possible by 5:00 PM or so.
- D. **TELEPHONE CONTACT AFTER HOURS:**

**\*\* 911 for true emergencies \*\***

**Otherwise, for an urgent patient-care question,** call **328-1118, then option “3”** to leave a message for Unifour Pediatrics to call you back. Depending on the call schedule, this may be Dr. Millsaps, Dr. Hata, Dr. Spees, or our Pediatric Nurse Practitioners: Sommer Clark, Angela Allen-Helms, Melissa McKenzie, or Amy Ravenscraft. After you leave a message, the system immediately beeps us; we then call the system back for the message, and will then call you back. Please be careful to provide correct phone numbers, and the full name and birth date of your child, along with your name and a brief sentence about the problem. Try to keep your phone free so that we will be able to call you back. If you do not receive a call-back in a reasonable amount of time, then call back (the beeper sometimes does not work in lower levels of a steel-frame building ... like a hospital). In the unlikely event that our telephone system fails or the beeper system is down, then you can reach the Unifour Pediatrics provider on-call through the Frye Regional Medical Center operator (828-315-5000). **Please try to ask routine non-urgent questions during regular office hours and not in the middle of the night. To make an appointment for the next day, wait until after 8AM when the computers are turned on (we cannot check the appointment schedule until then.)** For further information about after-hours telephone coverage or office hours, ask our office staff. For simple non-urgent information questions during these after-hours times, consider referring to our recommended references: *Caring for Your Baby and Young Child (Birth to Age 5)*, and/or to [www.aap.org](http://www.aap.org), [www.UnifourPeds.com](http://www.UnifourPeds.com), or [www.KidsHealth.org](http://www.KidsHealth.org).

**If you need to leave a NON-urgent message after hours** (for us to call you back the next business day ... examples: routine medication refills, insurance questions, to make a well-child appointment, ask a simple question, talk with a nurse about a non-urgent problem, ask parenting questions, etc.), then you can reach us through the same number at 328-1118, then press option “1” to leave a non-urgent message in English (not “3”), or option “2” to leave a non-urgent message in Spanish (Not “3”). We will call you back on the next business day to address your needs (for these non-urgent issues). Please be careful to provide correct phone numbers, best times to call, the full name and birth date of your child, your name and relationship to the patient, and a few words about the problem. For these non-urgent issues, if we repeatedly cannot get through to the phone numbers that you have provided, we will not continue to call over and over again, and instead will wait for you to call back. For this reason, try to provide us the best numbers and times to call you back, and try to avoid tying up the phone. Again, for simple non-urgent information questions during these after-hours times, consider referring to our recommended references: (a) *Caring for Your Baby and Young Child (Birth to Age 5)*, and/or (b) to the handouts that we will provide you at each “Well Child Check-up” and/or (c) to [www.UnifourPeds.com](http://www.UnifourPeds.com), [www.aap.org](http://www.aap.org), or [www.KidsHealth.org](http://www.KidsHealth.org).

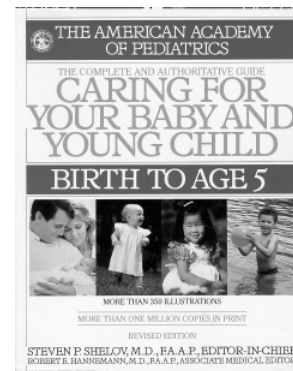
E. **RECOMMENDED READING MATERIALS and INTERNET SITES**

**WHY THE INTEREST IN PREVENTATIVE MEDICINE, READINGS, AND WEBSITE ACCESS?**

Preventative medicine represents optimum quality care and is in the best interest of our patients. Preventative health care, “wellness” activities, “healthy lifestyles”, and early home treatment also reduces the cost of medical care. It helps to reduce the number of illnesses and injuries, and catch pediatric problems early before they progress to more serious conditions. In these days of economic recession, we all need to keep the costs down, avoid missing work, and avoid unnecessary office or expensive ER visits. **We strongly recommend that you refer to these references on a regular basis. Refer to: (a) the book described below, (b) to the handouts that we will provide you at each “Well Child Check-up”, and (c) to our**

**UnifourPeds.com web-site. These readings should save you at least 6-8 office (and “Urgent Care”, or ER) visits each year ... so PLEASE USE ALL THESE EDUCATIONAL FORMS. As your child grows, try to read ahead in the age appropriate sections, and REFER TO THESE EDUCATIONAL RESOURCES IF YOUR CHILD HAS ILLNESS, AN INJURY, OR A BEHAVIORAL PROBLEM, OR IF YOU HAVE PARENTING OR HEALTH QUESTIONS.**

(1) **Caring for Your Baby and Young Child (*Birth to Age 5*)** (American Academy of Pediatrics, 750 pages). This is an outstanding publication, and should continue to provide excellent advice. Most mothers find this book to be a valuable resource, keep it at their bedside, and refer to it often. They find that their life as a mother is much more pleasant and predictable if they read about a month “ahead” of the chronologic age of the child. This should answer many of your questions and may save you a number of unnecessary office visits and worries. Also, please take advantage of the “Problem/Sick Child” sections in the back of this book, and refer to the index to locate specific concerns. Many mothers like to have a second copy of this book at their mother’s or mother-in-law’s house so that all the advice they are given as a mother is consistent, up-to-date, non-conflicting and correct (it helps prevent unnecessary “heated discussions”). This is available at local book stores, Amazon.com, etc. and this can also be purchased at our office (at cost/handling).



- (2) At each well child check-up, we will provide you handouts covering age-appropriate topics. **Please thoroughly read these documents, keep them in a safe place, and refer to them repeatedly. They will save you time and money.**
- (3) [www.KidsHealth.org](http://www.KidsHealth.org) is **an excellent Internet resource** which is full of helpful and interesting information, and has a great search engine for locating most child care topics.
- (4) [www.AAP.org](http://www.AAP.org) is the official web site of the American Academy of Pediatrics and has a large volume of searchable information about child care topics. We urge you to look around this site.
- (5) [www.UnifourPeds.com](http://www.UnifourPeds.com) is the newly-released Unifour Pediatric site. **We strongly recommend that you refer to this site on a regular basis.** Here, you will find a wealth of information available on a large number of **pediatric health care topics**, and will also find comprehensive listing about local pediatric services in the Unifour areas. We also have listings of specialists,/consultants, pharmacies, durable medical equipment providers, emergency services, and phone numbers and directions to these services. We invite you to view this site, and please provide us suggestions for other features that we might add. Day/time-specific information is provided on ways to interact with our office.



**F. NEW PEDIATRICIAN (Brooke Lawrence Hata MD FAAP):** To better meet the needs of our patients and their families, we are honored to have Dr. Brooke Hata join Unifour Pediatrics. Dr Hata (via Wake Forest, Duke, and UNC-CH) has continuously practiced primary care pediatrics in the Durham area for the past 4 years and has maintained an excellent reputation for quality of care and dedication to children’s issues. We take great care when selecting our colleagues and will continue our efforts to seek out “the best” as we add future pediatric providers.

# Unifour Pediatrics PA

## Guiding Principles

- 1. Commitment to Excellence** - We strive to provide high quality, innovative, accessible, and affordable healthcare that takes a holistic approach to our patients' needs.
- 2. Compassionate Care** - We endeavor to treat our patients and their families with respect and kindness and to provide a comfortable and friendly environment.
- 3. Continuity of Care** - We believe in providing personalized care for our patients and establishing cooperative, working relationships as they grow. We hope that we will form substantial lasting patient/doctor relationships. We strive to treat our pediatric patients and their families as we would treat our own.
- 4. Education** - We seek to actively educate both patients and parents about details of their healthcare, allowing them to play an active role in prevention, understanding, and treatment of pediatric illnesses, conditions, and injuries.
- 5. Communication** - We are open to suggestions and constructive criticism as to how we might improve service to our patients. We believe that through communication we will be able to adapt our practice to best serve the community.
- 6. Improvement** - The physicians and staff at Unifour Pediatrics are dedicated to improving their knowledge base, professional competence, and awareness of recent medical developments. We stress continuing education of our physicians, nurses, and staff to serve these ends.
- 7. Equal Access** - We strive to treat all patients with the same care, concern, and dedication, treating all educational, ethnic, and financial backgrounds equally.
- 8. Staff Well-Being** - We want our employees to truly love their job, look forward to coming to work, and want to stay with the team on a long-term basis. We encourage a work environment of cooperation, concern for our fellow staff members, cross-training, fairness, honesty, mutual trust, and professional development. We want our staff to enjoy a full and healthy life with time for themselves, their families and for their communities.

*David M. Millsaps MD FAAP, Brooke Lawrence Hata MD FAAP, Lynn B Spees MD FAAP, and Staff*