

Office Policies and Procedures

Thank you for selecting Advocare West Deptford Pediatrics as your child's medical home. Please review the following policies and procedures. You can also learn more about our practice at www.AdvocareWDP.com.

We encourage you to keep this information in a convenient place for future reference. We hope you have a long and healthy relationship with Advocare West Deptford Pediatrics.

Type of Practice: Dr. Mishik, Dr. Knestaut, Dr. Hung, Dr. Ruddock, Dr. Clear, Practitioner Allgood, Dr. Wright, Dr Berg, and Practitioner Stanwood are specialists in the care of infants, children, and adolescents. We provide comprehensive well child and acute sick medical care to individuals from birth through college age.

Office Hours and Appointments: Our patients are seen by appointment only. If you need an appointment for ongoing or chronic problems and well checkups, please call as far in advance as possible so that we may schedule your child's appointment at a time that is convenient for you. Appointments may take several weeks to schedule, particularly for evenings and Saturdays, so we encourage you to call well in advance. If you have a special appointment problem, please discuss it with one of our staff members or providers. Please be on time for appointments as this enables us to minimize your waiting time. For your initial appointment in our office, please arrive at least 15 minutes earlier than your appointment time to allow time to complete new patient forms. In order to provide timely care and minimize the waiting time for all our patients, if you arrive more than 15 minutes late for your scheduled appointment, you may be asked to reschedule. Occasionally, the doctors may be delayed by an emergency, and your appointment must be postponed or delayed at the last minute. We apologize for this occasional inconvenience. Please understand that we would do the same for your child in an emergency. As our office hours are subject to change, please call our office to confirm daily office hours.

Sunday/Holiday Visits: We are available 24 hours per day via our answering service if we are not in the office. If you believe that your child need to be seen on a Sunday or holiday, please call our office and listen to the message in its entirety, then follow the prompts to contact one of our providers on call.

Sick Visits: Appointments are available each day to see patients who are acutely ill. If you child is having a problem, please call as early in the day as possible, so that we can schedule your child in the next available appointment time. Arrangements will be made to see your child that same day, or, if necessary, our triage nursing staff or one of the providers will telephone instructions to you.

Missed Appointments/"No Show" Policy: If you must cancel or reschedule an appointment, please give us as much notice as possible so that other patients may utilize the time. There may be a charge for missed appointments that are not cancelled in advance. If you miss multiple appointments during a given period, you will first be notified of these missed appointments. In consideration of our patients, if

you continue to miss appointments without canceling or rescheduling, you may be asked to transfer from the practice.

Night/Weekend Problems and Emergencies: Our nurse triage service is available after evening hours and on weekends to assist you with problems that cannot wait until regular office hours. Our nurse triage service can contact a provider for urgent or emergency problems. One of the providers is always available to help with problems that cannot wait until regular office hours. When the office is closed, an answering service system monitors the telephone. The answering machine message will give directions on how you can contact our office after hours. If you do not receive a return call within 20 minutes of your initial call, please call again (sometimes the electronic signal system has faults and the page does not go through). If you have a true emergency, take your child to the emergency room at Underwood-Memorial Hospital in Woodbury, Kennedy Memorial Hospital in Washington Township, Virtua Hospital C.A.R.E.S. in Voorhees, or call "911." At the hospital, please identify your child as our patient. Ask the hospital staff to notify us immediately or call us yourself.

Telephone Calls: Always call our office at (856) 879-2887 or (856) 467-6660. These are the only phone lines monitored by our answering system and answering service for after hours and emergencies – do not use the Caller I.D. feature to return a call to the office. If you have non-emergency questions regarding your child's health care, please call during regular office hours. Interim advice regarding many minor problems will be given by the triage nursing staff, who may also relay your provider's advice to you. Our triage nursing staff has been educated and trained by our providers to assist you with medical advice, however, all phone calls and advice are reviewed by one of the providers. You may always request to speak personally with a provider. If your problem does require that you speak with the doctor or nurse practitioner, and he or she is not available for phone calls at that time, he or she will return your call as soon as possible or another provider will return the call. For all calls, have pencil and paper ready to write down the instructions given, and have the name and telephone number of your pharmacy at hand, in case a prescription must be called in. Please do not expect in-depth consultations about your child to be done by telephone. We need to evaluate children in person for most problems. **Finally, if you are expecting a call from our office or one of our providers, please keep your phone line free and remove the call block or add our office to your call intercept (if you use these features) so that our office staff and providers can reach you.**

Prescription Medications: We believe that it is medically inappropriate and even dangerous to prescribe medication without examining your child. Our physicians and nurse practitioners make few exceptions to this policy. Please do not ask us to prescribe over the telephone without seeing your child for an office visit.

Hospitals: If your child must be seen after-hours, the provider on call may ask you to go to the hospital emergency room, especially if any blood tests or x-rays might be needed. If a child must be hospitalized, our doctors have admitting privileges at Underwood-Memorial Hospital in Woodbury, NJ; Kennedy Memorial Hospital in Washington Township, NJ; or Virtua Hospital C.A.R.E.S. in Voorhees, NJ. Critically ill patients and children with unusual or specialized problems may be referred to specialists at Children's

Hospital of Philadelphia, St. Christopher’s Hospital for Children, Cooper Medical Center, A.I. DuPont Hospital for Children, or other specialized pediatric facilities.

Checkups: Routine health maintenance visits, immunizations and screening tests are scheduled according to the recommendations of the American Academy of Pediatrics. **Listed below is the schedule our office follows:**

AGE	IMMUNIZATIONS/TEST
1-2 weeks	Hospital follow up, Bilirubin, Hep B
6-8 weeks	DaPT, Polio, HIB, Pneumococcal, Hep B, Rotavirus *
4 months	DaPT, Polio, HIB, Pneumococcal, Rotavirus *
6 months	DaPT, Polio, HIB, Pneumococcal, Rotavirus *
9 months	Hep B
12 months	PPD, Hemoglobin, Lead Screen, Chicken Pox, Pneumococcal, Hep A
15 months	MMR, DaPT, Polio, HIB *
18 months	Hep A, Catch up vaccines
2 years	Catch-up vaccines
3 years	H/V Screening considered
4 years	DaPT, Polio, MMR #2, Chicken Pox #2, H/V Screening
5 years	H/V Screening (Chicken Pox considered)
6-10 yrs (Annually)	H/V Screening (Hep B, MMR #2 & Chicken Pox considered)
11-12 years (Annually)	H/V Screening, Tdap (Hep B, MMR #2, Meningococcal Chicken Pox & HPV considered)
13-14 yrs (Annually)	H/V Screening (Hep B, MMR #2, Tdap Chicken Pox & HPV considered)
15-21 yrs (Annually)	H/V Screening (Hep B, MMR #2, Tdap, Chicken Pox, Meningococcal & HPV considered)

** Our office uses Pentacel vaccine, which is a combination of DaPT, Polio & HIB*

DaPT -Diphtheria, Tetanus (lockjaw), Acellular Pertussis (whooping cough)

Hep A -Hepatitis A vaccine

Hep B -Hepatitis B vaccine (*1st shot may be given at birth or during the first 6 months of life-3 doses total)

HIB -Hemophilus Influenza type B conjugate vaccine

HPV -Human Papilloma Virus (Gardasil), 3 doses-initial dose, 2 mos. After 1st dose, 6 mos. After 1st dose

Meningococcal -Menactra vaccine

MMR -Measles, Mumps, Rubella (German measles) immunization

Polio -Poliomyelitis vaccine, either Inactivated or Attenuated

Pneumococcal -Pneumococcal 13 valent vaccine-Prevnar 13 (Catch up schedule will vary for children 6 to 59 months)

Rotavirus -RotaTaq vaccine

Tdap -Tetanus (lockjaw), Diphtheria, Acellular Pertussis (whooping cough)

Hemoglobin -blood test for Anemia

H/V Screening -Hearing/Vision Screening

PPD -Tuberculosis skin test

Advocare WDP uses CHADIS (Child Health & Development Interactive System). The American Academy of Pediatrics and many medical organizations recommend using pre-visit screening tools like CHADIS to assist with early identification of health, developmental and behavioral issues. CHADIS helps you communicate securely with your provider over the Internet before your office visit. CHADIS is to be completed before EVERY well-child visit and ADHD/Developmental/Behavioral follow-up visit by the appropriate parent, legal guardian, adolescent patient and/or teacher. Please visit our web site to view the Parent Instructions and for the link to www.CHADIS.com

Older Children and adolescents should be seen for a complete physical examination and health maintenance review every year. This is in addition to any sick or follow-up visits, since it is difficult to focus on other important issues and problems in the midst of an illness. An annual visit is also a requirement if your child will be entering a new school or playing sports. All patients under 18 years old must be accompanied by an adult for any type of visit. While it is ideal for a parent or legal guardian to accompany your child for their visits, if this is not possible, please send the person accompanying the child with a signed note allowing them to bring the child and a list of concerns you wish to have discussed or reviewed in your absence.

Some children, especially those with a chronic problem or illness, will require more frequent visits and/or additional tests. School-aged children will receive vision and hearing screening tests. All checkups include an assessment of your child's physical growth and of his or her physical, intellectual, and social development.

Bring a list of any questions you have about your child to the visit. Be sure you truly understand our answers before you leave. If our answers are unclear or confusing, ask us to re-explain or clarify ourselves.

Parents and Siblings: We encourage both parents to come for their child's appointments whenever possible, especially for checkups. However, the activity of brothers and sisters is distracting for both

parent and doctor. If at all possible, please refrain from bringing siblings to a child's office visit. It is usually difficult for parents to remember to ask all of their questions about even one child at an appointment; with two or more children in the room, much important information can be missed. Therefore, it is best not to schedule more than one child in the family for the same day, except for illness or other unusual circumstances.

Students and Residents: Our practice is associated with the University of Pennsylvania School of Nursing Nurse Practitioner Program and other area Nursing programs. Pediatric residents and nurse practitioner students train and work with us in the office and may participate in your child's care. With your permission, these student doctors and nurses will interview and examine your child prior to your child's visit with our doctor or nurse practitioner. We appreciate your cooperation with these programs. Our doctor or certified nurse practitioner will completely review the problem, examine your child, and decide on a treatment plan for your child. If you do not wish to have a student involved in your child's care, please tell us immediately.

Health Forms/Shot Records: We will be happy to complete any forms for shot records, school, or camp if your child has been seen in our practice for a complete well checkup within the past year. Note that there is a fee for this service. If your child has not received a well checkup within 12 months, an appointment for a well visit will be required. Please make sure that your child's name and birth date are written on each form and that all sections are completed. Let the staff know if any special tests or requirements are needed. As our providers cannot process the form at the visit, it may take up to five to seven working days for these forms to be completed. We are happy to provide you with a record of your child's immunizations within three to five working days from your request.

Referrals: Most managed care insurance plans require referrals if you are seeking care from anyone other than your primary care provider. Please check with your insurance company to see if referrals are needed. Please call as far in advance as possible to request a referral. Referrals can take at least three to five days for processing. Some insurance companies require pre-certification/pre-authorization and most insurance companies take at least 24-48 hours for review and responding to the request for pre-certification.

Fees/Insurance: We believe our fees to be fair compensation for the services we provide. After hours, Sunday, emergency visit fees and more complex consultations incur higher fees; some brief, follow-up visits are less. All immunizations, injections, and tests are subject to additional charges. As we do not bill for co-pays, we expect co-pays and payments at the time of the visit. Please speak to the billing staff or the providers about any special financial problems that you may have or arrangements you need to make. We accept cash, checks, and credit cards.

Please remember to add your new baby to your insurance plan within 30 days of birth. Your child will not be covered by your insurance for routine or sick baby visits after 30 days if you do not add the baby to your policy.

Final responsibility for all medical bills remains that of the patients' family. We participate in many insurance plans, including numerous managed care plans. Please contact your insurance company if you

have any questions regarding our participation in your plan or any questions regarding your insurance company's coverage. **Please remember to present your insurance card and co-pay at each visit. ALL HEALTH PLANS THAT WE ACCEPT PROHIBIT US FROM TREATING ANYONE WITHOUT PROPER INSURANCE IDENTIFICATION AT EACH VISIT, EXCEPT IN EMERGENCY CASES.**

Meet Our Professional Staff

Anthony N. Mishik, MD

Dr. Anthony Mishik is certified by the American Board of Pediatrics. Born and raised in Brooklyn and Staten Island, New York, "Dr. Tony" graduated cum laude from the Benjamin Franklin Scholars program at the University of Pennsylvania and received his medical degree from Georgetown University School of Medicine in Washington, DC. After completing his internship and residency in pediatrics at the Naval Hospital in Oakland, California, he served for four years at the Naval Health Clinic in Cherry Point, North Carolina, where he headed the Department of Pediatrics for three years. Dr. Mishik also served on the American Academy of Pediatrics (AAP) North Carolina Chapter Child Abuse and Neglect Committee.

Dr. Mishik moved to south Jersey with his family to go into private practice and founded West Deptford Pediatrics in 1995. As an active member of the West Deptford community and the region's medical community, he has participated in numerous New Jersey and regional professional organizations including the Executive Council of New Jersey Chapter of the AAP, the South Jersey Perinatal Cooperative, and Advocare, LLC. He has published articles about child abuse and has lectured on issues of child development and discipline. Dr. Mishik also works to promote better community understanding of various health care issues through his personal involvement with local group, school, and church activities. Dr. Mishik is presently Chairman of the Department of Pediatrics at Underwood Memorial Hospital, Woodbury, NJ.

Angela Gaudiano Knestaut, DO

Dr. Angela Gaudiano Knestaut is certified by the American Board of Pediatrics. A lifelong south Jersey resident, she was born and raised in nearby Hammonton. "Dr. Angela" earned a bachelor of science degree in biology from St. Joseph's University in Philadelphia. She received her medical degree from the Philadelphia College of Osteopathic Medicine in 1992, followed by an internship at Kennedy Memorial Hospital. While completing her pediatric residency at Thomas Jefferson University - A.I. duPont Hospital for Children, Dr. Knestaut served as the program's Chief Resident 1996-97, prior to joining Advocare West Deptford Pediatrics in June 1997. Dr. Knestaut has a special interest in child development and behavior.

Deborah L. Hung, MD

Dr. Deborah Hung is certified by the American Board of Pediatrics. Born in New Jersey, “Dr. Debbie” was raised in West Virginia. She graduated cum laude from Duke University with a bachelor of science degree in zoology, and received her medical degree from the University of Pittsburgh School of Medicine. After completing her pediatric residency at St. Christopher’s Hospital for Children in Philadelphia, Dr. Hung joined Advocare West Deptford Pediatrics in August 1998. She has a special interest in dermatology.

Heather A. Ruddock, MD

Dr. Heather Ann Ruddock is board certified in pediatrics and is certified for pediatric advanced life support. After graduating from Columbia University, where she was a track champion and held the Ivy League record for the 400 meter race, she earned her medical degree from Temple University School of Medicine. Dr. Ruddock completed her residency at St. Christopher’s Hospital for Children, where she presently serves as an assistant professor in the emergency department. During her residency Dr. Ruddock was involved with Shape Down (an adolescent weight loss program). Prior to joining Advocare West Deptford Pediatrics in April 2011, she practiced pediatrics in Atlanta, Georgia at the Promina, Southern Crescent College Park Family Medicare Center, and was a pediatric hospitalist providing delivery room and inpatient coverage at Grandview Hospital in Philadelphia. Dr. Ruddock also served as a medical director for the Woodland Avenue Health Center run by Greater Philadelphia Health Action where she was part of the Clinical Policy Committee. She is a member of the American Academy of Pediatrics, the Pennsylvania Medical Society, and the National Medical Association, and is professionally involved with the Woodstock Homeless Shelter Clinic. A marathon runner, Dr. Ruddock also enjoys yoga and biking, and is currently learning Medical Spanish. She is interested in international child health and adoption services.

Carolyn E. Clear, DO

Dr. Carolyn Clear is certified by the American Board of Pediatrics. After receiving a bachelor’s degree in biology from LaSalle University, Dr. Clear earned both her master’s degree in biomedical sciences and her doctor of osteopathy degree from the Philadelphia College of Osteopathic Medicine. She completed her pediatric residency at Thomas Jefferson University - A. I. duPont Hospital for Children and joined Advocare West Deptford Pediatrics in August 2004.

Brenda L. Allgood, RN, CPNP

Practitioner Brenda Allgood received her diploma in nursing from Our Lady of Lourdes School of Nursing in Camden, New Jersey. While pursuing her bachelor of science degree in nursing from Allegheny University of the Health Sciences, she assisted in caring for routine pediatrics and critical care patients in both office and hospital settings, specializing in the care of pediatric burn patients. Practitioner Allgood received her master's degree from MCPHahnemann University, where she studied to be a pediatric nurse practitioner under Dr. Anthony Mishik and Practitioner Eliza White. Upon graduation, she continued working as a nurse practitioner for the Division of Plastic Surgery/Clinical Specialist SCU/BU/Trauma Unit at St. Christopher's Hospital for Children until September 2006, when she joined Advocare West Deptford Pediatrics. Practitioner Allgood is certified by the American Nurses Credentialing Center.

Erin A. Wright, MD

Dr. Erin Wright is certified by the American Board of Pediatrics. She earned a bachelor of science degree in biology from Yale University and received her medical degree from Drexel University College of Medicine. After completing her residency at Thomas Jefferson University Hospital - A. I. duPont Hospital for Children, Dr. Wright served as an attending physician at Cooper University Hospital. She joined Advocare West Deptford Pediatrics in January 2010.

Jodi L. Berg, MD

Dr. Jodi Berg is certified by the American Board of Pediatrics. She graduated magna cum laude from Tufts University with a bachelor of science degree in biology and received her medical degree from Temple University School of Medicine. Upon completing her residency at St. Christopher's Hospital for Children in Philadelphia, Dr. Berg entered private practice at North Willow Grove Pediatrics. She moved to New Jersey and joined Advocare West Deptford Pediatrics in March 2010.

Rebecca Stanwood, RN, CPNP

Practitioner Rebecca Stanwood received her bachelor of science degree in nursing from the University of Rhode Island. While earning her master's degree from the University of Pennsylvania, she was mentored by the providers at Advocare West Deptford Pediatrics. From 2004 until joining our practice in November 2010, Practitioner Stanwood was employed by Children's Hospital of Philadelphia, where she specialized in caring for critically ill infants in the Newborn Intensive Care Unit (NICU).

Please call us whenever you have questions or concerns about your children's health care.