

welcome

At **Monadnock Regional Pediatrics**, we are committed to both preventative medicine and education as well as our patients' immediate and long-term health care needs. We encourage each new patient to have a comprehensive, routine exam and updated immunizations.

While each patient is encouraged to develop a relationship with one of our pediatricians, Monadnock Regional Pediatrics operates as a team to provide quality care 24 hours a day.

Our Services

Prenatal Care: We recommend that expectant mothers and fathers new to the practice schedule a brief appointment during the last trimester of pregnancy. During this meeting you will meet with the pediatrician and can ask questions about your child and/or our practice and philosophy on health care.

Newborn Care: One of our pediatricians will monitor your baby's health while at Monadnock Community Hospital and will perform a complete physical exam. After discharge, we will usually see the baby again at two weeks of age. During that interval, do not hesitate to call our office with questions.

Well Child Care: During your regular visits, our pediatricians will evaluate your child's physical, mental, emotional and social development. We update your child's immunizations, evaluate your child's vision and hearing and provide advice about child behavior and parenting.

Adolescent Care: We maintain an active interest in the medical needs of teenagers and young adults. We provide sports, school and work physicals. For adolescent girls, Drs. Scheinblum, Schoel and de Vera will provide confidential counseling and routine gynecologic care, including pap smears.

Specialized Pediatric Services: Our pediatricians are trained to provide specialized health care services for children with chronic illness, physical disabilities, learning disabilities, Attention Deficit Disorder and other complex situations.

Our Services

Tests, X-rays and Cultures: We provide routine laboratory tests in our office, such as strep tests, lead screenings, urinalysis and culture. We also utilize the hospital's lab and radiology facilities. Positive overnight culture results will be called to you in the morning. If we have asked you to let us know about your child's progress, please notify us early in the day.

Prescribing Medications

An appointment is required before we can prescribe new medications for your child. When you need a refill for existing prescriptions, please call the office at least three to five days in advance. After regular office hours, on call physicians may not be able to refill prescriptions

Referring New Patients

Our office practice grows mostly by your referrals. We thank you for recommending us to new patients and expectant mothers.



Photo: Wesley Maggs

Payment Information

Payment is expected at the time of service unless prior arrangements have been made. Please note that it is your responsibility to contact your insurance company to verify that we are participating providers with your insurance plan. If so, the Billing Department will submit the claim directly to your insurance carrier for you. You will be responsible for co-payments, deductibles, and any non-covered charges at the time of your appointment.

Financial Assistance

If you do not have insurance, please contact our Financial Counselor at (603) 924-4699 x4281 to set up mutually acceptable payment plans. If you are unable to pay for medical services, please contact our Financial Grant Assistance Program Coordinator at (603) 924-1717 to discuss the financial assistance options available to you.

Change of Information

Please notify the office staff of any changes in your phone number, address or insurance.

Billing Information

Billing statements for our practice are sent out by the MCH Health Services Billing Department. For questions regarding your bill, contact that office at: (603) 924-4656 option #6, Monday - Friday, 8:00 AM - 4:00 PM.

Appointments

Appointments are required for all visits.

However, there are occasions when emergencies must take priority over scheduled appointments, and we ask for your patience during those times.

Bring a list of all regular medications with you.

Please be on time.

Our office staff will inform you if your physician will be late.

Please call 24 hours in advance if you cannot keep an appointment. We can then offer that time to another patient and you will avoid a missed appointment charge.

If your child has an urgent medical issue, please call ahead so we can have your child's record ready when you arrive.



After Hours Care

One of our pediatricians is on call 24 hours a day, 365 days a year. If you have an urgent medical problem or you need medical advice after hours, please call our office at (603) 924-7101. A recording will instruct you how to reach further care.

Emergency Care

In case of emergency, dial 911.

Emergency Care & HMOs

Always dial 911 for emergencies first. If your health insurance is a Health Maintenance Organization (HMO), please contact them using the phone number on your ID card after the emergency has been stabilized. Explain your situation and ask if they require you to notify your Primary Care Provider (PCP) within 24 hours of going to an Emergency Room. If this is required, please call our office. Failure to contact us may result in non-coverage of the visit by your insurance company.

Weekend/Holiday Call Times

We understand that urgent health issues occur and we do our best to respond promptly. If you have an urgent issue, please inform them so that you can be directly connected to a physician or nurse.

Monadnock Regional Pediatrics

454 Old Street Road

Suite 106

Peterborough, NH 03458

(603) 924-7101

Office Hours

Monday – Friday

8:00 AM – 5:00 PM

Saturday

9:00 AM – 12:00 PM

Call Hours

Sunday

9:00 AM – 10:00 AM



monadpediatrics.org



A Monadnock Community Hospital Medical Practice
monadnockhospital.org

Monadnock Regional Pediatrics Patient Guide



A Monadnock Community Hospital Medical Practice