

Bright Start Pediatrics – The Patient/Family/Provider Relationship

Healthcare visits for children, adolescents, and their families are often more than simply updating immunizations, having ears examined, or treating the physical complaints of a recent illness. Each visit is an opportunity for families, their children, and ALL of the providers of this office (doctors, nurse practitioners, nurses, and office staff) to work together to assure that the patient receives quality healthcare and that we are offering guidance to the family in order to raise a happy, healthy, well-balanced child. As we provide a “patient-centered-medical-home” for you and your child, this enhanced aspect of the patient-provider relationship is called “family-centered care”. As with any healthy relationship, there are expectations for both partners. The key to a successful patient-provider relationship at Bright Start Pediatrics is as follows:

We trust you and your children to:

- Provide us with all the information you have regarding your child’s health and illnesses
- Work together in the best interest of the child in the context of the family
- Share with us your needs and concerns as your child grows
- Keep scheduled visits – maintain routine yearly visits (more often from birth to 3 years of age)
- Call your doctor BEFORE seeking after-hours care (unless it is a true medical EMERGENCY)
- Administer all of the medicine as prescribed and follow advice of the provider
- Learn about your insurance in order to be informed on coverage, deductibles, and co-payments
- Pay your share of the visit fee (co-payment) when your child is seen in the office
- Respect us as individuals with skills and expertise in helping your child grow and learn

As we provide a “Medical Home” for your child’s care, our goal is to:

- Support the family as the constant in the child’s life, while understanding that all families are different
- Explain diseases, treatment and results in an easy-to-understand manner
- Respect your privacy – your family’s information will not be shared unless you give us permission
 - Have a provider on-call 24 hours a day, 7 days a week
 - Work together as partners to make health care decisions
 - Refer patients to trusted experts when necessary or requested
- Provide a dedicated “Care Team” to service your child’s needs in an efficient and friendly manner
- Assess and accurately document the development (physical and psychological) of your child
- Respect you and your child as partners in helping your child grow, learn, and succeed!

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