



Welcome to Nationwide Children's Hospital  
**Primary Care Center**



**NATIONWIDE  
CHILDREN'S**

*When your child needs a hospital, everything matters.™*

# Welcome

Welcome to Nationwide Children's Hospital Primary Care Center!

## The Healthcare Team

The best care for your child begins with experts who are trained to care for children. The healthcare team may include doctors, nurses, medical assistants, social workers, dieticians, residents and medical or nursing students.

The partnership between the pediatrician and family starts at your home clinic. You should ask for an appointment with your specific pediatrician each time. If your pediatrician is not available, another doctor in your home clinic may see you.

Patient Label
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Allergies

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Doctor's Name

Phone

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Care Center Location

Appointments – (614) 722-6200

Call a Nurse (614) 722-5751

Central Ohio Poison Center – (800) 222-1222

Downtown Urgent Care, Main Campus of Nationwide Children's Hospital, open 8 am – 11 pm every day – (614) 722-4329

## Center Hours

The Primary Care Centers are open:

- Monday – Friday from 8 a.m. to 5 p.m.
- Some of the clinics have evening and Saturday hours. Please check with your clinic to see if they are included.

## Scheduling Appointments

**You will need an appointment** for your child to see the doctor. Making an appointment is easy, just call (614) 722-6200 between 8am – 6pm to schedule an appointment. Usually you can be seen the same day or within a few days of your call. If you come to the clinic without an appointment, you may have to wait or be asked to come back another time.

Some insurance companies provide **transportation** to and from scheduled appointments with 24 hours notice. Please contact your insurance company to ask about this.

## Services We Offer

- Checkups and well-child care
- Sick-child care (minor injuries, diarrhea, asthma, ear pain, cough, cold, rash, fever)
- Social workers
- Experts in healthy eating (nutritionists and dieticians)
- WIC (Women, Infants and Children supplemental feeding program)
- Interpreters (if you need an interpreter, tell the scheduler when you make your appointments)
- Reach Out and Read Program
- Healthy Start/Healthy Families sign-up
- Special services are offered for specific chronic conditions such as asthma, obesity and Attention Deficit Hyperactivity Disorder (ADHD)

## Call a Nurse Available 24 Hours a Day (614) 722-5751

- If your child is ill or injured please call the nurse before you go to the urgent care center or emergency dept. Often your child's problem can be handled over the phone or with an office visit.
- If your child is ill after the clinic is closed or you have questions about your child's health please call the nurse.
- The nurse can offer you a same day or next day appointment and give you phone advice on how to take care of your child.
- The nurse cannot help with medication refills or forms. This must be done by requesting refills through My Chart, our online tool for parents to manage healthcare information and communication, or during business hours through your clinic.

## Patient Centered Medical Home

Nationwide Children's Primary Care Network is recognized by the National Committee on Quality Assurance as a Patient Centered Medical Home. We believe a partnership between your family and our healthcare team is the best way to provide care. Our focus is on keeping your child well, and comprehensively taking care of any medical conditions your child may have.

## Legal Consent and Personal Healthcare Information

The law requires us to have a **Consent for Clinic Visits** form signed by the child's legal guardian. These forms are available in the back of this booklet. The legal guardian **MUST** be present for the patient's first visit. If someone else will be bringing your child for future clinic visits, you must sign this form. It is against the law for us to see your child without having this form.

We will provide an **identification armband** that your child must wear at all times while a patient with us. This is to ensure your child's safety. The doctors and nurses will check this armband to make sure we have the right child for the medication and procedures being ordered, every time.

An **Outpatient Code** should be established at your visit, to assure safety and privacy of your child's healthcare information. This code can be used at any Nationwide Children's outpatient clinic to verify that you are the child's parent/guardian and that information can be released to you. Please see the registration staff to set up your child's **Outpatient Code**.

**My Chart** is a new tool to help manage your child's medical information. **My Chart** allows access to a summary medical record and allows you to communicate with your Nationwide Children's health care providers. Immunization records, laboratory results and upcoming appointments are all available on My Chart. Saving you time and providing your answers.

## Important Points

- **Please be on time for your appointments. If you are more than 20 minutes late, you may need to wait to be seen or reschedule.**
- Always try to ask for your specific pediatrician and go to your home clinic.
- If you can't keep your appointment, call (614) 722-6200 to cancel or reschedule. This lets us see another patient during that time.
- If you come 30 or more minutes early, we will see the patients who are scheduled before you first. **We can't promise that you will be seen any earlier than your scheduled time.**
- The child's insurance card and a picture identification of the parent or guardian will be needed at each appointment.
- If you need to have forms filled out or medication refills, please ask for this during the center's regular business hours. Most forms are ready in 2-3 business days. Refills are ready in one or two business days.
- Sibling appointments are available and can be scheduled for any of our services.

## Consent for Clinic Visits

I, (parent, legal guardian) \_\_\_\_\_, cannot accompany my child, (child's name) \_\_\_\_\_, to the Nationwide Children's Hospital clinics. I therefore give permission to \_\_\_\_\_ to accompany my child during his/her clinic visit.

- I also give permission for this person to seek medical treatment for my child if attempts to contact me are unsuccessful. This permission does not include procedures requiring informed consent (such as any type of surgery or spinal tap).
- Phone permission to give immunizations maybe obtained if the parent is available by phone.
- I understand that if surgery is needed, it will not be scheduled until I come to Nationwide Children's Hospital and discuss it with the doctor.

Date \_\_\_\_\_

(Signature of parent or legal guardian) \_\_\_\_\_

Signature of witness - 18 years of age or older) \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

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