

## Resources We Want You to Know About:

**Family Voices** local and national  
[www.familyvoices.org](http://www.familyvoices.org)

**Your State Maternal and Child Health and Title V Programs** Title V supports children and families with particular needs  
[https://perdata.hrsa.gov/mchb/mchreports/link/state\\_links.asp](https://perdata.hrsa.gov/mchb/mchreports/link/state_links.asp)

**Family to Family Resource Centers** lots of important information from families to families  
[www.medicalhomeinfo.org/tools/F2F.html](http://www.medicalhomeinfo.org/tools/F2F.html)  
or call toll free 888-835-5669

**National Center for Medical Home Implementation** [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)  
or call 800-433-9016 x 7621

**Healthy Children** Website for parents from the American Academy of Pediatrics (AAP)  
[www.healthychildren.org](http://www.healthychildren.org)



### OUR SERVICES:

- Lactation Consultation
- ADHD Evaluation & Medication Management
- Well Child Care and Physicals
- Immunizations
- Extended Evening and Weekend Hours
- Prenatal Consult
- Diagnosing and managing acute & chronic illnesses
- Counseling parents and patients on nutrition, safety, behavior and other important topics
- Mental Health Care which consists of an initial consult to discuss the issues your child is dealing with. Our providers will then make a recommendation to treat your child or refer him/her to a qualified specialist that can provide the best counseling and treatment.

*PLEASE VISIT OUR WEBSITE TO LEARN MORE ABOUT OUR SERVICES*

### Our Health Care Team:

Steven M. Marsocci, MD	Mary B. Porter, MD
Marie Lynd Murphy, MD	Jessica A. Kleinberg, MD
William J. Hoeger, MD	Sarah E. Hodges, MD
Carolyn T. Cleary, MD	Ann B. Sorrento, NP
Myriam F. Bauer, MD	Sharon Harris, NP

### Contact Us:

#### Clinton Crossings:

919 Westfall Road, Building A, Suite 105  
Rochester, NY 14618  
Phone: (585) 244-9720 Fax: (585) 244-9995

#### Bushnell's Basin:

1000 Pittsford-Victor Road Pittsford, NY 14534  
Phone: (585) 381-3780 Fax: (585) 381-0043



**NATIONAL CENTER FOR  
MEDICAL HOME  
IMPLEMENTATION**

In cooperation with the American Academy of Pediatrics  
and the Maternal and Child Health Bureau



ELMWOOD  
PEDIATRIC GROUP

## PATIENT CENTERED MEDICAL HOME

### WE ARE YOUR FAMILY-CENTERED MEDICAL HOME

The American Academy of Pediatrics (AAP) promotes access to quality Medical Homes for all children & youth.

### GUIDE FOR FAMILIES

The mission of the *Elmwood Pediatric Group* is to provide state of the art medical care to our patients, caring for them with knowledge, experience, respect and courtesy.

We Strive to Serve as Your Family's  
Total Resource for Raising Healthy  
and Happy Children.





## What Is a Family-Centered Medical Home?

The **Medical Home**... is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (AAP policy statement, 2002, reaffirmed 2008).

This means our practice, as your **Medical Home**, is a central resource for all of your child's care needs. In a Medical Home, your doctor, nurse or physician's assistant and their staff who see your child for routine check-ups – makes you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your child's care.

As your Medical Home we will also help you find needed information and resources, such as information about:

- Pediatric specialists including mental health providers
- Health conditions/latest treatments
- Home care, equipment, and vendors
- Supports and respite services for your family
- Other key local services

**Flexibility, Access & Communication are central to our commitment to the families at Elmwood Pediatrics**

## Access and Communication

Our practice would like to be available when you need us. Please ask about any special communication or access needs that you or your children have.

We have “policies” with your needs in mind...for example:

- When you call for an appointment you will be seen on the same day for sick care. All attempts will be made to schedule you with your primary care provider.
- When your child has tests or procedures done you will get the results within 1 week. Depending on the results and your preferred method of contact, you will be notified by phone, mail or via the patient portal.
- If you are referred to a specialist, with your permission, we will share information with them and with you in a timely manner.

## Contact Us: Elmwood Pediatric Group

Clinton Crossings: 585-244-9720 Bushnell's Basin: 585-381-3780

[www.elmwoodpediatrics.com](http://www.elmwoodpediatrics.com)

### Clinton Crossings Office Hours:

Mon–Thurs: 8:00am-5:00pm; Walk-in's 5:30pm–6:30pm

Friday: 8:00am-4:30pm Saturday: 8:00am-11:00am

Sundays & Holidays: 8:30am-10:30am (urgent illness visits)

### Bushnell's Basin Office Hours:

Mon-Fri: 8:00am-4:30pm; Walk-In's 8:00am-9:00am

*Bushnell's Basin patients can be seen at our Clinton Crossings' office during evening walk-in's Monday-Thursday, as well as on Saturdays, Sundays and Holidays.*

**After Office Hours:** Call 585-244-9720 to speak with a nurse who will help determine if your child needs to be seen emergently.

There is a pediatrician from the Elmwood Pediatric Group on call 24 hours a day for emergencies.

***If you are dealing with a life-threatening emergency, call 911 or go directly to the nearest emergency room.***

*(When seeking medical care outside the practice, please provide the name & contact information of your primary care provider)*

## As Your Medical Home We Will:

- Take care of your child when he or she is sick and well and help you all to stay well
- Help you plan your child's care and/or set goals for care, now and in the future
- Talk with you about any testing or treatment that your child needs
- Work with you and other care providers to coordinate care
- Provide access to evidence-based care, patient education and self-management support

## You Can Make Care Better and Appointments Go Well if You:

- Are prepared to share how your child is doing (at play, at school, sleep, etc.)
- Write down and bring your main questions and concerns
- Bring in a list of any other providers your child sees with their contact information
- Ask for help in creating and sharing a complete record of your child's care

