



Advanced Pediatric Associates

Welcome to our Practice!

History

For more than 35 years, Advanced Pediatric Associates has been dedicated to providing quality healthcare to infants, children and adolescents in the communities of Aurora, Centennial and Parker. The practice was founded in 1972 by Dr. Michael Kurtz and Dr. Lee Thompson. Since then, we have expanded our offices and increased our staff to include ten pediatricians, seven pediatric physician assistants, and three pediatric nurse practitioners. Throughout this growth, we have continued to focus on providing quality health care in a friendly and nurturing environment for children and their families.

Philosophy

We understand that raising a child is a rewarding and challenging experience! Our staff believes that healthy children are the result of a caring partnership between health care providers, families and communities. Our providers work hand in hand with families to promote the best possible health for their children, serving as a medical home to ensure continuity and coordination of care throughout the year.

Our staff maintains a focus on the health and well being of the whole child. We strive to provide quality pediatric care for a wide range of patient's needs, including preventative medicine, acute (sick) and chronic illnesses, disabilities, developmental and behavioral issues, adolescent/gynecological concerns, and multiple and premature births. With a dedication to advancements in clinical care, customer service and technology, our staff is committed to providing infants, children and adolescents with the most advanced health care and services available.

Focus on Well Care

Advanced Pediatric Associates believes that well child care exams play an important role in keeping children healthy. These longer visits provide an opportunity for our providers to examine your child's growth and development, and discuss age specific health, behavior and safety issues. These exams often include a vision screening, lab work and routine immunizations. We encourage families to bring a list of questions they have regarding their child's health and development to well child care visits. Our providers and staff look forward to getting to know you and your child as we work together during the years of infancy, childhood and adolescence.

We recommend well child care exams at 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 18 months, and 2 years. After 2 years of age we recommend annual well child care exams. **Please bring your child's immunization record to be updated at these visits.**

Our Providers

Our providers bring many combined years of experience, a wide range of specialized interests, enthusiasm and devotion to provide the very best health care to our patients. Each of our providers participates in our extensive "Continuing Medical Education" program, and our Clinical Committee meets regularly to keep our staff current with the latest developments in pediatric care. All of our pediatricians are board certified by the American Board of Pediatrics and are members of the American Academy of Pediatrics. The Pediatric Nurse Practitioners (PNP), Child Health Associates (CHA) and Physician Assistants (PA) employed by Advanced Pediatric Associates have received specialized graduate level education and training in pediatrics, and work in a partnership with our pediatricians to provide primary health care services to patients. They are licensed and/or certified in their specialty. To learn more about each of our providers, please see the "Meet Our Providers" brochure enclosed in your new patient folder.

Visiting Our Offices

Office Locations and Business Hours

Advanced Pediatrics has three convenient office locations in Centennial, Aurora and Parker. Office hours at all locations are 8-12 and 1-5, Monday through Friday. In addition, our Centennial office is open each Saturday morning from 8-11 for sick visits and newborn care.

Village Plaza at Smoky Hill
5657 South Himalaya Street
Suite 100
Centennial, CO 80015

Aurora Health Plaza
13650 East Mississippi Avenue
Suite 110
Aurora, CO 80012

Parker Adventist Professional Building
9397 Crown Crest Boulevard
Suite # 330
Parker, CO 80138

Central Appointment & Nurse Line - 303-699-6200

For your convenience we have a **centralized appointment and nurse line**. We begin answering phones at 7:30 a.m. Monday through Saturday. This centralized number enables you to call to make an appointment at any of our offices or to discuss illness concerns with one of our registered nurses. Each of our offices keep a significant number of same-day appointment times open to ensure we can provide the necessary and appropriate care for sick children.

Services & Resources

Nurse Advice Line - 303-699-6200, Option 2

Our registered nurses are available during business hours to answer questions or discuss concerns regarding your child's health. They use nationally recognized pediatric protocols to give medical advice and can recommend whether an appointment is necessary, or if some home care advice might be a better option. If you would like to speak to one of our nurses, call our central appointment line and select option #2.

www.AdvancedPediatricAssociates.com

If you have access to the internet, we encourage you to visit our website for further information about our practice. Our website provides comprehensive information regarding the wide variety of services we offer patients, as well as access to a large data base of physician reviewed medical resources. We believe that you will find the "Is Your Child Sick?" section especially helpful in answering questions concerning home care advice and over the counter medicine dosages for many of the most common childhood illnesses.

Prescription Refills - 720-870-0244

We recommend that most refill requests be directed to your pharmacy. If necessary, they will contact our office for approval. If there are no refills left on your child's prescription, you may request a refill by simply calling our automated refill line at 720-870-0244. Because most refills require a review of the patient's medical records, we require 48 hours to process refills. Please note that prescriptions for controlled substances such as Ritalin or Adderall cannot be refilled by phone and require a written prescription that can be picked up at one of our offices.

Referrals

As your child's primary health care provider, we attempt to provide the majority of health care needs in our office. In those cases where we believe a specialist is required, an appropriate referral will be made. Except in the case of emergencies, referrals to specialists generally require a minimum of 72 hours for processing and approval. If you have questions regarding the status of a referral, please contact the office where your child was seen.

Forms and Records Requests

It is important for parents to keep up-to-date records of immunizations. We provide an immunization record that can be updated with each new immunization. Please remember to bring this record to each well care visit so that we can keep it current for you. If you need forms completed for school, camp or sports, we normally require 48 hours for processing. Most parents find it convenient to pick up the completed forms at our office. If you require them to be mailed, please provide a self-addressed stamped envelope.

Electronic Medical Records

Advanced Pediatrics has recently implemented a new Electronic Medical Records system (EMR). Our new EMR allows instant access to patient records from each of our office locations, resulting in better patient care, improved clinical and administrative efficiencies, and enhanced patient education.

Immunization Registry

Advanced Pediatrics participates in the Colorado State Immunization Registry and enters all immunization data into this state-wide computer system, unless the parent requests to "opt out" of this data-base.

Hand in Hand Newsletter

We hope you will enjoy reading our quarterly newsletter that brings you current pediatric news, practice and provider information, and health and safety tips! Copies of our newsletter can be found on our website and in our offices.

The Children's Hospital Parent Advice Line

This service provides taped information on hundreds of topics and can be a valuable resource for families that may not have immediate access to a computer. For more information, please see the "Parent Advice Line" booklet in your new patient folder.

Emergencies & After Hours

Emergencies

If you have a life threatening emergency, please call 911. For other urgent health needs during business hours, you may select option 9 on our central appointment line to reach our emergency and physician line. When medically appropriate, our triage department will schedule an immediate "urgent" visit for special circumstances such as respiratory distress, lacerations, injuries and other urgent needs.

After Hours

We know that access to medical care 24 hours a day is essential for families. If your child becomes ill or injured when our offices are not open, please call our central appointment number, at 303-699-6200. Our physicians work with The Children's Hospital After Hours Service to provide medical advice and coordinate patient care. One of our physicians is always on call for emergency situations.

When calling after hours, our answering service will take your name, phone number and other important information and have one of the registered nurses at The Children's Hospital return your call as soon as possible. These nurses will help evaluate the situation and make recommendations for medical care. Depending on the situation, the nurses may recommend home care, have our on-call physician phone you, or refer you to an urgent care clinic or an emergency room. We can often save you an unnecessary trip to an emergency room! When necessary, we recommend the following facilities for urgent care after hours:

The New Children's Hospital in Aurora

13123 East 16th Avenue
Aurora, CO 80045
Phone: 720-777-1234
Hours: Open daily 24 hours/day

The Children's Hospital Emergency Room at Parker Adventist Hospital

9395 Crown Crest Boulevard
Parker, CO 80138
Phone: 303-269-4888
Hours: Open daily 24 hours/day

Hospital Care

Our physicians are on staff for newborn care at Medical Center of Aurora, Rose Medical Center, Parker Adventist Hospital, and Sky Ridge Medical Center. Additionally, our physicians are on staff at The Children's Hospital.

Patients who are hospitalized at The Children's Hospital or at another hospital are followed by the hospital team or specialists directing their inpatient care. Our physicians keep in close communication with the hospital team and are ready to provide outpatient follow-up upon discharge from the hospital.

Insurance and Financial Policies

Advanced Pediatric Associates participates with most insurance plans and bills these plans directly. If your insurance plan requires a co-payment, please be prepared to pay that amount at check-in. For patients not covered by insurance, we require that payment in full be made at the time of service. For your convenience we accept VISA, MasterCard and Discover, as well as personal checks, and make a 10% discount available for payments made in full at time of service.

To ensure maximum benefit from your insurance plan:

- Check with your insurance company to be sure that we participate with your plan.
- Verify your benefits - some plans do not cover well care visits or immunizations.
- Use your child's legal name for all insurance and medical records.
- Newborns must be added to your policy within 30 days of birth for coverage.
- Please bring a copy of your insurance card to each visit. Patients covered by two insurances should present both cards at check-in.
- Contact your insurance company for questions regarding eligibility, claim denials and errors in claims processing.

If you have questions related to your account, please contact our business office at 720-870-4740.

Working Together

Patient Responsibility

To help make our practice a pleasant place for patients and staff, we have some basic requests:

- Please arrive 5-10 minutes early for your appointment to allow time for registration and check-in.
- Please bring your insurance card, proof of insurance, and required co-payment to each visit.
- If you will be unable to keep your appointment, please call as early as possible to cancel.
- Food and drinks are not allowed in our reception area or exam rooms.
- Please turn off cell phones in our offices.
- Please bring your child's immunization record to each well care visit.

Practice Responsibility

We consider it our responsibility to provide our patients and their families a high quality pediatric practice that includes:

- An experienced, sensitive and competent medical team with a long tradition of caring and commitment.
- A pediatric medical home to coordinate medical care for your child.
- A variety of services including well care, and physical exams; illness, injury and chronic care; counseling and consultation; and adolescent/gynecological services.
- Complete patient confidentiality.
- A commitment to customer service including professional and friendly contacts with our staff.

Confidentiality

We respect patient confidentiality and comply with all HIPPA regulations regarding personal health information. For more information, please request a copy of our HIPPA policy from our reception staff.

Concerns/Questions

The staff at Advanced Pediatrics is dedicated to providing patients the very best in pediatric care. If you have a concern or question regarding your child's care, please call our central appointment number at 303-699-6200 and one of our care coordinators will direct your call to the appropriate person or department.
