

ROSWELL PEDIATRIC CENTER, P.C.
Pediatric and Adolescent Medicine



WHERE YOUR CHILD IS SPECIAL!!!

Physicians: Diplomates of the American Board of Pediatrics

Fredric B. Flax, M.D.
Evan N. Landis, M.D.
Judith R. Tolkan, M.D.
Howard W. Silverman, M.D.
Edward S. Salzberg, M.D.
Catherine B. Bowman, M.D.
Robert D. Burnham, M.D.
Douglas S. Josephson, M.D.
Melissa G. Eaton, M.D.

Certified Nurse Practitioners

Faith Ludwick, PNP **Ellen Degnan, PNP**
Kelly Jacchia, PNP **Tara Marcus, FNP**
Sue Ross, PNP **Debbie Gaynor, PNP**
Susan Smith, PNP

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WWW.ROSWELLPEDIATRICS.COM

Introduction

At the Roswell Pediatric Center, "Your Child Is Special." Choosing the right pediatrician is one of the most important things you can do for your child. By selecting Roswell Pediatric Center, you can be sure you have made the best decision. We go beyond taking care of children when they are ill. We emphasize maintaining their good health and encourage their growth and development throughout their formative years. And we take pride in your children's progress, just as you do.

Roswell Pediatric Center is a pediatric office providing comprehensive care for infants, children, and adolescents. Our nine board certified pediatricians are supported by seven nurse practitioners, a team of nurses and medical assistants. As a group practice, we ensure that your child receives prompt medical care even when your usual practitioner is unavailable.

Office Hours

Regular Office Hours: Monday-Friday-All 3 locations

8:30am to 12:30pm and 1:30pm to 5:00pm

Urgent Care Hours: Saturdays—Old Milton Parkway Location

8:30am to 12:00pm

During the busy winter season we will extend our hours at one location for urgent care. We see patients **by appointment only**. Please review our appointment section in this brochure for some helpful suggestions.



Hospitals

Our practitioners are on staff at Children's Healthcare of Atlanta, Northside Hospital, and North Fulton Regional Hospital. If hospitalization is needed, we use hospital pediatricians at Children's Healthcare of Atlanta to admit our patients. It is a full service **pediatric** hospital catering specifically to the needs of children.

Medical Care

In the practice of pediatrics we rely on parents and patients to provide us with information. **We ask that you come to office visits with your child. We will listen to your purpose for the visit, and to any concerns you have.** We want to work together with you and your child. We are here to serve you and your family with state of the art medical treatment and compassionate care.

You have the right to ask your practitioner and/or any staff member any questions you have about your child's health and medical treatment. We believe open, comfortable communication is very important in providing the best quality medical care. Your child's health and peace of mind are our greatest concern.

Appointments

We see our patients by appointment so we can see your child with the least wait time. We will always see your child if necessary. We will make every effort to see your child on time, because we know your time is as valuable as ours. Below are some suggestions and guidelines that will help you to understand our systems and allow us to serve you more effectively.

Should we have an emergency and are unable to see you as scheduled, we will let you know as soon as possible so you can have the option to reschedule the appointment. Other situations that cause the wait to be longer:

- * illness that requires extra time
- * scheduling errors- patient goes to wrong location
- * patients are late or add another child at the office
- * walk-in patients, unless an emergency, will be charged an additional fee.

As hard as we try, we cannot always predict the needed amount and/or duration of appointment times correctly. The volume and degree of illness is not always predictable. You can help us schedule the appropriate appointment time for your child by giving our staff the purpose of the visit, and the specific nature of your concerns. Please mention if you want tests performed or discussed at the visit. We may recommend that you speak with our advice line to discuss what type of visit is needed.

When you call and schedule an appointment we will repeat back to you the day, time, practitioner, and service location to try to cut down on errors. We also confirm all check-ups and consultations the day before your appointment. If for some reason you do not hear from us the day before please call us.

Appointments, continued...

Even though we are a group practice we will encourage you to see the same practitioner in our group. We get to know you and your child, and you get to know us. If you plan ahead for well care visits you will be able to get the appointment time you want with the practitioner you prefer. On urgent visits, if your regular practitioner is not available, another practitioner is always available to see your child. Please call us as soon as you think your child might need to be seen so we can accommodate your schedule to the best of our ability.

Your consideration of these and the following Well Child Care and Sick Child Care guidelines will be greatly appreciated!

Well Child Care

Seeing children and parents at regular intervals is important in maintaining your child's health, evaluating growth and development, discussing safety, nutrition and behavior, and answering questions. We encourage the following schedule of routine visits: (Ages Approximate) Expectant Parent Open House - 5 Days - 2 Weeks-2 Months -4 Months -6 Months -9 Months - 12 Months - 15 Months - 18 Months - 2 Years; then yearly at 3, 4, and 5 years of age. Starting at age 6, we recommend a check-up every other year to age 10 then yearly thereafter. If your child has any special needs we may need to see them more often. Some Camps and sports programs require physicals and/or forms for your child to participate. Please let us know how we can help. As we tend to book our check-ups far into the future please call our office as early as possible to schedule your child's check-up.

Chronic Conditions / Consultations

Sick Child Care

Please call us if your child is ill and you need advice or think your child needs to be seen. Our receptionists are trained to assess your child's symptoms to determine if your child needs an "urgent" or same day appointment. The receptionist may suggest speaking with our advice line to determine if there might be an appropriate course of treatment at home before scheduling an office visit.

We will always see your child if you feel it is necessary.

If you think your child will need a same day appointment the best time to call is first thing in the morning.

Sick and Well Visits

The appointment time for sick children is shorter than for well child visits. If your child is already scheduled for a well visit but happens to be sick we can usually still do the check-up. If your child is scheduled for a sick visit we usually do not have time that day to do a full check-up.

Add On Sibling Sick Visits

Our schedule allows for several work-in slots every day to accommodate our patient's needs. If you have a scheduled sick visit for one child and feel another child in your family needs to be seen, please call ahead so we can review the practitioners schedule to make sure the time is available.

If your child has a chronic, ongoing situation we may need to schedule a longer, consultation type appointment. Examples; headaches, stomach problems, behavior concerns, new patient with a chronic illness (asthma, diabetes). Please leave a message for our advice line to call you back and discuss the situation so we can book the appointment appropriately.

Phone Calls

We receive many calls each day, and we do our best to answer each call as quickly as possible. We take questions regarding appointments, prescription refills, insurance, etc., during normal office hours. Here are some tips to help you save time.

- ✓ Tell the receptionist briefly what you need, an appointment, talk with an advice line; check on test results, etc.
- ✓ Any questions that can wait until your child's routine check up please write down and bring with you to the check up appointment.
- ✓ To minimize delays in processing your non-urgent calls, avoid our busiest hours, which are early morning and after school. You may experience more difficulty getting through on Monday and Tuesday.
- ✓ You may be asked if you can wait on hold. If this is not convenient, please tell the receptionist that you will call back later.
- ✓ If you are calling about a billing statement or a referral and do not want to hold you can also request the information on our web site at www.roswellpediatrics.com.

Advice Line

Our staff has been trained to handle many of your questions and will be happy to assist you. They can help you decide if your child needs to be seen in the office or if there is something you might try at home first. If your child is ill please take her/his temperature so we can help you more quickly. Our receptionist will take all of your pertinent information, enter it into our Electronic Health Record and have the advice line call you back. Our goal is to return messages within one hour. Occasionally, during peak periods we may prioritize calls by urgency and return non-urgent calls within four hours. For example; feeding problems or a question about a camp form may be delayed. We will attempt to return all calls at least twice by the end of the day. If you do not receive a return call from us within a reasonable amount of time, please call us back.

If your question requires the attention of a practitioner one will call you back as soon as possible. Practitioners return phone calls after they finish seeing patients. If your call is urgent we suggest you have the Advice Line be your liaison between the practitioner and yourself.

Our Advice Line staff also performs minor visits, including allergy injections and metabolic screenings on newborns. We schedule these appointments to serve you more efficiently and to avoid wait times. Our Advice Line staff also assists parents with referrals to specialists and/or for outside testing.

After Hours and Emergencies

If you believe you have a life threatening emergency dial 911 or go to the nearest emergency room. When an urgent need arises after our scheduled office hours, you can reach our practitioner on-call through our answering service at our three main office numbers: 770-343-9900 / 770-751-0800 / 770-888-2882. Your call will be answered and appropriate recommendations will be made. After hour calls will be forwarded to a specially trained nurse at Children's Healthcare of Atlanta. Please have a pharmacy number available when calling. If we feel that your child needs to be evaluated, we prefer to use the emergency room at Children's Healthcare of Atlanta.

We have found that answering services and beeper companies are not flawless. If your after hours call is not returned in a reasonable amount of time, please call the service back and let them know this is the second time you have called.

Medical Records

New patients should bring copies of their prior medical records for their first visit with our practice. We will enter the data and scan the records into your child's Electronic Health Record and return the paper copies to you.

If your child receives care out of town or after hours from another practitioner, please bring a copy of the visit, or ask them to mail / fax a copy so we can keep your child's medical record complete.

Even though we have three locations available, we will encourage you to see your primary practitioner at whatever location is most convenient for you. Although our practitioner's rotate between locations, they will still have access to your child's medical records with our Electronic Health Record system.

Medical Records, continued...

As we see your child for well care we will provide you with an update on your child's immunization records, and growth and development data. This record is important to keep at home. From time to time you may need these records when our office is not available. Your child's medical records are maintained with strict adherence to patient confidentiality laws. You may, with a written, signed request, obtain copies of your child's medical records. Whether the copy is for you or for another physician we will forward the records, a reasonable number of times, at no charge. We usually require 10 business days notice to prepare your records. We recommend you pick up your records and take them to your new physician if you are moving.



Educational Materials

In addition to the services we provide we have many good educational materials. We have one page handouts, booklets, and access to hospitals and medical school libraries via the Internet. We are happy to share these educational opportunities with parents, most at no charge. Please feel free to discuss your needs with our Advice Line staff. We highly recommend Barton Schmidt's book, "Your Child's Health". This is a great reference book to keep at home for emergency guidance and common sense tips. Check out our website at: www.roswellpediatrics.com for suggested "Links" to educational websites and the "Suggested Reading" tab.

Midlevel Providers

Our healthcare team includes midlevel providers, Pediatric Nurse Practitioners, (PNP's). Our PNP's have advanced education and are nationally certified. They are excellent at providing routine sick and well care for your child in collaboration with our physicians. PNP's promote developmental and other educational topics. They also rotate on-call after our office hours.

Sick & Well Entrances

We offer separate sick and well entrances and reception areas at all three of our locations. We ask that you limit the number of guests that accompany you and your child on an office visit. Seating is limited in our reception area and your guests might be exposed to illnesses.

Please do not leave children unattended in the reception areas. We request that you not bring food or beverages (other than formula) into the office.

All three locations provide a smoke free environment. Smoking is prohibited anywhere inside the facility.

If you suspect your child is ill to any degree please be considerate and keep your child in the sick reception area. If you think your child has chicken pox and needs to be seen, please discuss entry into the facility with each location staff prior to coming in.

We do not keep toys in the reception areas because they are not practical with the many sick children we see throughout the day. The risk of transmission of germs is too great. We tidy up and disinfect our reception areas twice a day. We encourage you to bring your child's favorite books or small toy to help them be entertained and more comfortable during the visit. We also provide TV viewing rooms with movies for the kids to watch.

Financial Arrangements

Providing the best medical care in the most effective manner is our primary concern. If your child is not insured or has healthcare insurance we are not participating with we expect payment for our services at the time of your visit. We will provide you with two copies of the charges for you to file your insurance.

We are proud to be participating providers with many managed care plans, including Aetna, Blue Choice, Cigna, United Healthcare and many others. You should call your insurance company to see if we participate with your plan. If we are contracted with your managed care plan we will file the claim for you and collect your co-pay or co-insurance at the time of your visit. Please present your insurance card prior to every visit.



Many plans, managed care or not, will cover all or a portion of medical care. We encourage all parents to become familiar with their insurance benefits. This is especially important when it comes to well child check ups and immunizations. We participate with the Vaccine For Children Program. This program supplies vaccine for non-insured and under insured children for a minimal administration fee. Please become familiar with procedures or payment arrangements unique to your policy prior to your first visit.

We accept cash, checks, VISA, Mastercard, or Discover. Our receptionists will be happy to answer questions you may have about financial arrangements, or direct you to someone who can.

Managed Care Plans

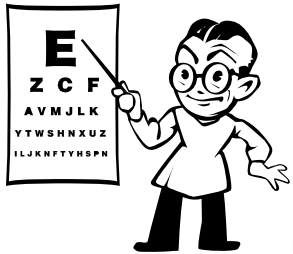
Since 1978 the Roswell Pediatric Center has been providing the highest quality pediatric care available. With the influx of managed care companies we have changed some of our office policies, but we have never and will never change the level of care we provide because of managed care. We will keep the care your child receives our top priority. In the pediatric primary care arena managed care companies have made improvements in many areas. For example; they cover well care visits and pay for immunizations. They also help us educate patients with chronic illnesses. Managed care companies are supposed to cut down on the hassle factor. In most cases this is true because of electronic claim processing and easy, efficient referral systems. However, there will be occasions where we will have to work together through problems. We value our relationship with you and will work along with you and your insurance company to help you make the most of your insurance coverage.

Please be assured we take very seriously the decision to join, continue, or terminate our relationships with insurance plans. If for reasons beyond our control we find our practice no longer able to continue to participate with a plan, we will give you 60 days notice of our decision.

Before we sign up to participate with a managed care company they have to meet our list of requirements. We are concerned with patient care issues like being able to perform necessary lab work in our office, having the appropriate network of hospitals and specialists, administrative systems for claim filing and referral systems, and reimbursements. We also take into consideration how many of our existing patients might be affected by our decision.

Managed Care Plans, continued...

We also affiliate our group with managed care companies that welcome our participation in ongoing problem solving and decision making. We pride ourselves on being leaders in the Pediatric Community. Our physicians and management team serve not only on local Hospital Boards and committees, but volunteer to serve on many committees at managed care companies. We have been proactive in making positive changes in the care children receive.



Referral To Specialists / Testing

We can help you find a specialist and/or an outside testing facility and will work closely with them to care for your child's needs. Our practitioners will help you decide when a specialist or outside testing is necessary. Depending on the situation you can discuss your needs with your practitioner when you are in the office, or you may want to call and discuss the situation with a phone nurse.

It is your responsibility to know if you need a referral and the time requirements. Most insurance cards have the information on the back of the card or a phone number you can call to find out the information. We need a week to obtain non-urgent referrals and will obtain emergency room referrals within the time period you specify. If you go to the emergency room, please call our office on the first business day following the ER visit and ask us to obtain the referral. The practitioner's on-call do not keep track of calls for referral purposes.

MEET OUR PHYSICIANS...

All of our pediatricians are Fellows of the American Academy of Pediatrics and board certified by the American Board of Pediatrics.



Fredric B. Flax, M.D.

Dr. Flax, a native of Maryland, founded Roswell Pediatric Center in 1978. He is a graduate of the University of Maryland School of Medicine and did his pediatric training at Emory University. Dr. Flax and his wife Joy have three children and four grandchildren. Dr. Flax has had a long interest in children with Attention Deficit Disorder. Dr. Flax works at our Crabapple and Old Milton locations.



Evan N. Landis, M.D.

Dr. Landis, a native of Atlanta, received his undergraduate degree from the University of Georgia. He received his medical degree and completed his pediatric postgraduate training at the Medical College of Georgia. Dr. Landis joined Roswell Pediatric Center in 1986. He served as Chairman of the Department of Pediatrics at North Fulton Hospital for four years. **In August of 2001 he was chosen by Atlanta Magazine as one of the Top Doctors in Atlanta.** Dr. Landis works at our Crabapple and Old Milton locations.

MEET OUR PHYSICIANS....



Judith R. Tolkan, M.D.

Dr. Tolkan grew up in Milwaukee, Wisconsin. She received her undergraduate and medical degrees from the University of Wisconsin. She completed her residency in pediatrics at the University of Rochester. Before joining Roswell Pediatric Center in 1989, she was in private practice in Rochester, New York. Dr. Tolkan and her husband Jerry have one son. **In 1999, 2001 and 2007 she was chosen by Atlanta Magazine as one of the Top Doctors in Atlanta.** In 2002 she was chosen by Ladies Home Journal Magazine as one of the Best Family Doctors in America. Dr. Tolkan works at our Crabapple and Old Milton locations.



Howard W. Silverman, M.D.

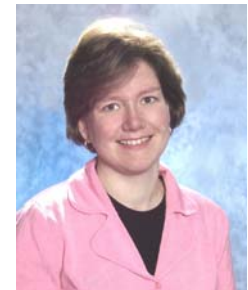
Dr. Silverman, a native of Long Island, New York, joined Roswell Pediatric Center in 1992. He received his undergraduate degree at Emory University, and his medical degree at Downstate Medical Center in New York. He completed his pediatric residency at Saint Christopher's Hospital for Children in Philadelphia, Pennsylvania. Dr. Silverman and his wife Marci have two children. Dr. Silverman works at our Cumming and Old Milton locations.

MEET OUR PHYSICIANS....



Edward S. Salzberg, M.D.

Dr. Salzberg was born in Norfolk, Virginia. He received his undergraduate degree in psychology from the University of Virginia in Charlottesville, and his medical degree from the Medical College of Virginia in Richmond. After completing his pediatric specialty training at the University of Alabama at Birmingham, he relocated to Atlanta. He joined Roswell Pediatric Center in 1994. Dr. Salzberg and his wife Lisa have three children. Dr. Salzberg works at our Cumming and Old Milton locations.



Catherine B. Bowman, M.D.

Dr. Bowman, a native of North Carolina, joined Roswell Pediatric Center in 1996. She is a graduate of Davidson College and of the University of Kent at Canterbury, England where she completed her Masters Degree in medical sociology. She received her medical degree from the University of North Carolina at Chapel Hill and completed her residency in pediatrics at Emory University. Dr. Bowman and her husband Ted have two children. Dr. Bowman works at our Crabapple and Old Milton locations.

MEET OUR PHYSICIANS....



Robert D. Burnham, M.D.

Dr. Burnham, a native of Michigan City, Indiana, received his undergraduate and medical degrees from Indiana University. He also completed his residency in pediatrics at Indiana University. Dr. Burnham started practicing pediatrics in Dunwoody, Georgia in 1989, and joined Roswell Pediatrics in 1998. Dr. Burnham and his wife, Caroline, have 6 children: 5 boys and 1 girl! Dr. Burnham works at our Cumming and Old Milton locations.



Douglas S. Josephson, M. D.

Dr. Josephson was raised in Gainesville, Florida. He received his undergraduate degree with distinction from Swarthmore College in Pennsylvania. He received his medical degree from the University of Florida and completed his pediatric residency at The Children's Hospital in Denver. Dr. Josephson joined Roswell Pediatric Center in 1999. Dr. Josephson is married to Cassandra, a pediatrician specialized in hematology, oncology, and transfusion medicine at Emory University and Children's Healthcare of Atlanta. They have two children. Dr. Josephson works at our Crabapple and Cumming locations.

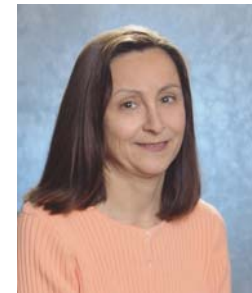
MEET OUR PHYSICIANS....



Melissa G. Eaton, M.D.

Dr. Eaton grew up in Virginia Beach, Virginia. She attended the University of Virginia in Charlottesville for her undergraduate degree. She received her medical degree from the Medical College of Virginia in Richmond and completed her pediatric residency training at the University of North Carolina at Chapel Hill. She spent five years in a private practice in Raleigh, North Carolina, before joining Roswell Pediatrics in July 2000. Dr. Eaton is married to Jim, who practices urology in Atlanta. They have two children. Dr. Eaton works at our Cumming and Old Milton locations.

MEET OUR NURSE PRACTITIONERS....



Faith Ludwick, PNP

Faith Ludwick is a native of Philadelphia, PA. She received her B.S.N. in nursing from LaSalle University in 1983 and her Masters of Science and Pediatric Nurse Practitioner certification from Georgia State University. Faith has worked in private practice and in a pediatric clinic associated with Egleston Children's Hospital. She is a member of and certified by the National Association of Pediatric Nurse Practitioners and Associates. She joined Roswell Pediatric Center in 1998. Faith works at our Crabapple location.

MEET OUR NURSE PRACTITIONERS...



Kelly Jacchia, PNP

Kelly Jacchia, a native of Hollywood, Florida, received her B.S.N. in nursing from the University Of Florida in 1994. She returned to the University of Florida to pursue a Master's degree in pediatric nursing, and received her Pediatric Nurse Practitioner certification in 1997. Prior to moving to Atlanta, Kelly worked in a pediatric practice in Jacksonville, Florida. She is a member of and certified by the National Association of Pediatric Nurse Practitioners and Associates. She joined Roswell Pediatric Center in 1999. Kelly and her husband, Billy, have two children. Kelly works at our Cumming location.



Susan Smith, PNP

Susan Smith was raised in Gulf Breeze Florida. She received her nursing degree from the University of South Alabama in 1986 and received her master's degree from Seton Hall University. Susan joined Roswell Pediatric Center in 1997, as a registered nurse and later earned her degree and certification as a Pediatric Nurse Practitioner. She has over 20 years of experience in the hospital and private healthcare setting. She is a member of and certified by the National Association of Pediatric Nurse Practitioners. Susan also oversees all activities related to our computer network system. Susan works at all three of our locations.

MEET OUR NURSE PRACTITIONERS...



Ellen Degnan, PNP

Ellen Degnan grew up on Long Island, New York. She received her BSN from Villanova University in 1987 and her Masters of Science from Columbia University in 1992. Ellen has worked with children in both hospital and private settings since 1987. She is a member and is certified by the National Associations of Pediatric Nurse Practitioners and Associates. She joined Roswell Pediatrics in 2001. Ellen and her husband, Michael, have three children. Ellen works at our Cumming and Old Milton locations.



Sue H. Ross, PNP

Sue is a native of New Hampshire and moved to the Atlanta area in 1984 from Lakeland, Florida. In 1998, she completed her Masters of Science in Nursing at Kennesaw State University. She is dual certified as a Family and Pediatric nurse practitioner. Sue has previous experience in Adolescent Gynecology and Pediatrics. Sue is certified by the American Nurse Credentialing center. She and her husband, Dean, have two sons. Sue works at our Crabapple and Old Milton locations.

MEET OUR NURSE PRACTITIONERS....



Tara L. Marcus, FNP

Tara is a native of Barnegat, New Jersey. She received her Bachelors degree in Nursing in 1998 from then Medical College of Georgia at Athens and earned her Masters degree in Nursing from Emory University. Tara initially worked as a registered nurse at Roswell Pediatrics until she was certified as a Family Nurse Practitioner by the American Nurses Credentialing Center. Tara and her husband Scotty have two children. She joined Roswell Pediatric Center in 2001. Tara works at our Cumming and Old Milton locations.



Deborah A. Gaynor, PNP

Debbie Gaynor grew up in Erie, PA receiving her BSN degree from Adelphi University in New York. In 1989, Debbie completed her Masters of Science in Nursing from Columbia University in NYC. Debbie is a member of and certified by the National Associations of Pediatric Nurse Practitioners and Associates. She and her husband Mark have three children. Debbie works at all three of our locations.

Practice Awards



HIMSS Davies Award - 2003

Our practice won the Nicholas E. Davies Award of Excellence from HIMSS, the Healthcare Information Management System Society. This prestigious award recognizes practices who have successfully implemented Electronic Health Records to improve patient care.

"You're The Star" Video Contest Winner - 2004

We won the Best Film contest at the IMPACT MD Users Conference.

Physicians Practice Magazine - 2005

Our practice was recognized by this prestigious magazine as a runner up for the Practice of the Year award.

Medical Group Management Association - MGMA - 2000, 2003, 2005

Our practice has been awarded Certificates of Superior Performance by MGMA as a Better Performing Practice.

We have 3 locations available to serve you and your children.

Alpharetta Location



**3400-C Old Milton Pkwy
Suite # 545
Alpharetta, GA 30005-3747
Phone: 770-751-0800
Facsimile: 770-751-7198**

Crabapple Location



**12385 Crabapple Road
Suite # 100
Alpharetta, GA 30004-6653
Phone: 770-343-9900
Facsimile: 770-343-8759**

Cumming Location



**110 N. Corners Parkway
Suite # 100
Cumming, GA 30040-2077
Phone: 770-888-2882
Facsimile: 770-888-5562**

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Pediatric and Adolescent Medicine



WHERE YOUR CHILD IS SPECIAL!!!

Alpharetta Locations

Old Milton Parkway 770-751-0800
Crabapple Road 770-343-9900

Cumming Location

N. Corners Parkway 770-888-2882

Poison Control
404-616-9000

www.roswellpediatrics.com