



## Patient-Centered Specialty Practice

### What is a Patient-Centered Specialty Practice?

A Patient-Centered Specialty Practice is not a building, place or hospital. Rather, it is an approach to providing comprehensive healthcare. As your PCSP, we want to work with your child's Primary Care Provider to provide the best possible care to you and your family. We believe that the partnership between the patient, the patient's family, and his/her primary care provider and care team is important. The care team, led by your primary care provider, is committed to providing the best healthcare services possible. Our goal is to be an extension of your child's care team, working with your child's PCP to coordinate care between our practice, your child's PCP, and any other specialists your child sees.

### Conditions we treat:

- high blood pressure, hypertension
- acute kidney injury
- proteinuria (protein in the urine) and nephrotic syndrome
- hematuria (blood in the urine)
- urinary tract infections, pyelonephritis
- congenital anomalies of the kidney and ureter tract (CAKUT) including hydronephrosis and vesicoureteral reflux
- kidney stones
- autosomal dominant polycystic kidney disease and other cystic diseases of the kidney
- acute and chronic glomerulonephritis vasculitis, including lupus nephritis and ANCA-associated kidney diseases
- Henoch-Schönlein purpura and IgA nephropathy
- Alport syndrome and other genetic diseases of basement membrane
- acid/base and electrolyte disorders
- tuberous sclerosis, angiomyolipoma of the kidneys
- cystinuria
- cystinosis and other diseases causing renal Fanconi syndrome

### Your Care Team...

- Knows the health history of your child
- Listens to your questions, concerns and feelings, as well as those of your child
- Treats your child with compassion and an understanding of his/her strengths
- Respects and honors your culture and traditions
- Will notify you about test results in a timely manner
- Helps you make the best decisions for your child's care
- Practices care in an evidence based manner

### You and your child should:

- Provide a complete and accurate medical and family history to your pediatric team to ensure that the practice has all of the most important and relevant medical information to effectively care for your child.
- Ask questions if you do not understand something.
- Keep scheduled appointments or call to reschedule as soon as possible.
- Bring your insurance card to each appointment.

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## How We Can Help

We are here to support your child's care 24 hours a day, 7 days a week. To schedule an appointment, call the office at 914-614-4140. If you have a problem, ask for Lulzime Syku, our office manager.

We will work with your Primary Care Provider to develop a comprehensive plan of care for your child. It is our goal to keep you informed about your child's care, and to communicate with you regularly. We will communicate all results of tests that we order for your child, whether they are normal or abnormal.

If you have a question for your physician and it is during office hours, please call our main number at 914-614-4140 and ask to leave a message for the doctor or nurse.

If it is after hours and you have a medical issue that cannot wait, please call the office and ask to leave a message for the nurse or physician on call. The on-call nurse or physician will contact you within 30 minutes or less. If you have a medical emergency, call 911 or proceed directly to the emergency room.

You can also use our Patient Portal to ask your care team non-urgent questions. Visit and click on Patient Portal to log in. Messages are returned within 2 business days.

Please talk with your care team at any time if you'd like to sign up for the patient portal. We provide equal access to care regardless of source of payment.

If you do not have health insurance, please visit [www.healthcare.gov](http://www.healthcare.gov) for information about obtaining coverage or call the office and ask for information about obtaining healthcare coverage.

For resources, visit the following websites:

- [Healthychildren.org](http://Healthychildren.org)
- [Bchphysicians.org](http://Bchphysicians.org)
- [cff.org](http://cff.org)

