

Sandhills Pediatric and Adolescent Clinic

...your Patient-Centered Medical Home

What is a Patient-Centered Medical Home?

What does it mean for you as our patient?

What will we, as your care team, do for you?

What we expect you to do for your own health?

A patient-centered medical home means that you will be surrounded by a dedicated team of health professionals; working together with you, to optimize your health goals using the best evidence-based medicine, education and resources available for you today, thus helping to empower you to take responsibility for your health and give you the self-management support you need to succeed.

As your Primary Care Providers, we will:

- Learn about your child, your family, life situation, and health goals and preferences. Our team will recall your health history every time you seek care and will suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and you or your child's all around well-being.
- Keep you or your child up-to-date on all vaccines and preventative screening tests.
- Connect you or your child with other members of your care teams (specialists, health coaches, etc.) and coordinate care with them as you or your child's health needs change.
- Find appropriate behavioral help as needed (including specialists, support groups etc.)
- Be available to you or your child, after hours, for urgent medical needs. Our regular business hours are: Monday through Friday 9:00 am – 5:00 pm as well as Saturday and Sunday 8:00 am – 12:00 pm for office contact. Should you require medical care outside of these hours, we have on-call clinical staff available for contact by calling your home office's phone number.
- Notify you of test results in a timely manner.
- Communicate clearly so that all conditions and options are well-understood.
- Listen to your questions and feelings. We will respond promptly to you, and your calls, in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.
- Help you understand your insurance options, should you be uninsured – all children deserve equal care to stay healthy, please contact our Insurance Department at (803) 788-6146 for more information.

My Kids Chart

As a part of being your Patient-Centered Medical Home, we have a Patient Portal system called My Kids Chart. You can access this Portal through the main screen of our website or by using the link:
<https://www.mykidschart.com/sandhillspediatrics>

Using this Portal, you will be able to retrieve medical record access online!

Please contact the reception staff at your home office to learn about signing up for access today!

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- When you join our practice, you will provide us with a complete medical history and inform us if you obtained care outside of the practice. Upon your first visit, we will have you complete new patient forms so that we may obtain all previous records you or your child may have. Should you have any questions about this process, please contact any of our offices at the numbers listed below. You are also welcome to stop by any of our locations and pick-up the new patient paperwork to fill out at home prior to your first visit.
- Come to each visit with updates on medications, dietary supplements, or remedies you are using, and any questions that you may have.
- Keep scheduled appointments or call to reschedule as early as possible. Scheduled visits cancelled in under 24 hours or "no-shows" are documented in patient charts and are subject to dismissal following multiple occurrences.
- Understand your health condition and what you can do to stay as healthy as possible.
- Work with us to develop and follow a plan that is best for your health, if you have obstacles in fulfilling this plan, please discuss them fully with our staff.
- Take medications, as prescribed.
- Contact us, after hours, **only** if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in our healthcare team will receive all information related to your healthcare.
- Learn about your health insurance coverage either from your insurer, or, if you have additional questions about billing, you can contact our Billing Department at (803) 788-6146.
- Give us feedback to help us improve our care for you.

Thank You for letting us be your Patient-Centered Medical Home!

Dutch Fork Location

7941 Broad River Road
Irmo, S.C. 29063
Phone: (803) 407-0704
Fax: (803) 407-2529

Downtown/Main Location

1749 Marshall Street
Columbia, S.C. 29203
Phone: (803) 252-1801
Fax: (803) 252-2877

Lexington Location

4568 Sunset Boulevard
Lexington, S.C. 29072
Phone: (803) 520-5144
Fax: (803) 520-5150

Northeast Location

110 Summit Centre Drive
Columbia, S.C. 29229
Phone: (803) 744-9000
Fax: (803) 744-9008

West Columbia Location

2318 Sunset Boulevard
West Columbia, S.C. 29169
Phone: (803) 796-9200
Fax: (803) 796-9226