Department of Pediatrics
For Appointments
(516) 486-6862

Quality Care... Close to Home.

SERVICES
Pediatric Primary and Preventive Care

Specialty Services:
- Allergy
- Autism
- Cardiology
- Nephrology
- Endocrinology
- Hematology
- Genetics
- Neurology
- Child Development
- Infectious Diseases
- Surgery
- Urology
- Weight Mgmt.

OFFICE HOURS
Monday — Friday 8:30 AM - 12 Noon
1 PM - 4 PM

Please call (516) 486-6862 within 24 hours to cancel/ reschedule your appointment. For a sick visit, you may walk in and you will be seen. To avoid waiting, however, an appointment is recommended.

LABORATORY HOURS
Monday - Friday 8 AM – 3:30 PM

EXTENDED HOURS
Should your child require care for an urgent problem when the practice is closed, the following locations are open until 8 p.m. and have access to your child's records:
- Hempstead Health Center 4 - 8 p.m. Tues.
- Westbury Health Center 4 - 8 p.m. Tues./Thurs.
- Roosevelt Health Center 4 - 8 p.m. Tues.
- Elmont Health Center 4 - 8 p.m. Tues./Thurs.

Centers of Care
A. Holly Patterson Extended Care Facility
875 Jerusalem Avenue
Uniondale, NY 11553
(516) 572-1400

Family Health Centers
Elmont Family Health Center
161 Hempstead Turnpike
Elmont, NY (516) 571-8200

Roosevelt Family Health Center
380 Nassau Road
Roosevelt, NY (516) 571-8600

Hempstead Family Health Center
135 Main Street
Hempstead, NY (516) 572-1300

New Cassel-Westbury Family Health Center
682 Union Avenue
Westbury, NY (516) 571-9500

Roosevelt High School-Based Health Center
(For Students Only)
1 Wagner Avenue, Rm. 1043
Roosevelt, NY (516) 345-7229

Freeport-South Ocean Care Family Health Center
101 South Bergen Place
Freeport, NY (516) 623-3600

In Partnership with the LI Federally Qualified Health Center, Inc.

Affiliations
- North Shore LIJ Health System
- The Health Sciences Center of Stony Brook University
- New York College of Osteopathic Medicine
- New York College of Podiatric Medicine
- American University of the Caribbean School of Medicine
- Hofstra University School of Medicine
How We Manage Your Care

1. **Care Coordination:** Our care team works with other providers, including specialists and hospitals, to effectively coordinate your child’s care. We will help you find specialists, get appointments and make sure the specialists have the information they need to care for you.

2. **Your Role:** We work with you to obtain a complete medical history and we ask that you let us know about care your child receives outside the practice. We may ask you about medications your child is taking, your family medical history, as well as any recent hospital visits.

3. **Access to Care:** We strive to communicate with you effectively and provide you with an appointment as quickly as possible.

4. **Treatment Options:** We use the latest medical research and evidence to guide our decisions as together we discuss options for your child’s care.

5. **Self-Management:** We provide you with tools such as log books or reminder calendars to help you manage your child’s care at home.

We are committed to establishing a relationship with you and your child and providing you with the services and tools you need to maintain your family’s health.

**Contacting the Practice**

**During Office Hours**

To contact the practice during office hours, please call (516) 572-6355 for:

- A same-day appointment
- Message or question for the doctor

**After Office Hours**

Call the hospital page operator at (516) 572-6233 to ask for the on-call provider for the Pediatric Outpatient Practice.

In case of a medical emergency, call 911.

**Prescription Requests**

There are 3 ways you can fill or re-fill an expired prescription medication:

1. **Through your Pharmacy:** by contacting them and they can fax your doctor a request to renew the prescription. Fax no. (516) 572-6903.

2. **By Phone:** call (516) 486-6862 at any time and leave a message for your doctor. You will need to know where you were last seen, the name and phone number for your pharmacy, the name of the medication, the dosage and the date the prescription is expiring. Requests are generally responded to within 3 business days.

3. **In Person Walk In:** You may complete a prescription request form at the registration desk. All prescription requests require 3 business days. Please be sure to include your pharmacy telephone number as well as a telephone number where we can reach you.

Changes and/or new prescriptions can only be completed by the physician. Please schedule a visit with your child’s physician to address those needs.

If you cannot afford to purchase your medication, ask your physician about our Affordable Pharmacy Programs.

**Forms & Letters**

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. Our staff will be happy to complete forms and write medical letters as necessary upon your request. Please make sure to drop off all form requests at the Registration Desk. You will need to complete a form. You may choose to pick up or have your forms faxed or mailed to you when they are ready.

Please allow 10 business days for completion of requested forms/letters.

**Insurance**

Medicaid, Medicare, Child Health Plus and most Commercial Insurances are accepted. For those without insurance, enrollment counselors are available to assist you. Copayments and deductibles are due at the time of service.

**Steps To Child Health & Safety**

- **Stay up to Date with Immunizations**
- **Ensure adequate physical activity. Limit TV time.**
- **Healthy Diet**
  - Eat fruit, vegetables, fish and lean meat
  - Limit fast foods
  - Drink plenty of water and avoid sugar-sweetened beverages.
- **Car Seats—Buckle Up**
- **Helmet Safety**
- **Store Medications safely**

We are committed to improving wellness through better patient education!