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Joshua C. Tardy, MD, MBA, FAAP: (210) 824-7938

Dear Parent,

Thank you for considering me as your family's pediatrician. I look forward to providing care with your growing child. This handout is a brief overview of our office and what to expect when we care for your family.

Our Office

There are four pediatricians in our office including Dr. Graham Hall, Dr. John Fitch, Dr. John Gibson, and myself, Dr. Joshua Tardy. Our office is divided into 2 sides, each with a separate waiting area.

Office Hours, General: M-F 8:00a-12:30p, M-F 1:30-4:30p

Urgent Care is Friday 1:30-4:30, Saturdays 8am till last patient is seen (answering service 24h/day)

Saturday: Saturdays our office is open for Urgent Care appointments only. We begin at 8:00 and finish when the last patient is seen, but never later than 12:30p. These appointments book up early, so please call early if your child needs to be seen.

Phones

Our phones are answered by us at 8:00a every morning (including Saturdays). We roll them to the answering service during our lunch from 12:30-1:30p and again every evening at 4:30. All parents with sick children feel a sense of urgency to reach our office as soon as the phone lines open. This means that between 8:00 and 9:00a and at 1:30-2p we receive a large volume of phone calls. If you are able to call during non-peak times you will experience shorter hold times and fewer busy signals. If you have a non-urgent need (i.e. med refill, bill inquiry, well-visit appointment) please feel free to leave a message and someone will call you back by the end of the half day.

Answering Service

Our after-hours answering service is through Remedy Connect. When our phones are rolled over you will hear my voice. Follow the prompt to get to Methodist's nurse help line (22-NURSE). Alternatively, you can request the operator who can have the on call doctor paged. The night nurses do a wonderful job answering your childcare questions. If they recommend that you go to the ER, PLEASE ask to speak to the doctor on call before you go, as we may be able to help.

If our phones didn't get rolled over and you hear our "in-office" message, you can call Remedy Connect at (866) 511-7243 and they can page us or transfer you to the 22-Nurse line. One of the three of us always takes call during the week. We rotate our call on the weekend. If you have a life threatening emergency, always call

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EMS or go to the nearest Emergency Department. Otherwise, please call us after hours. We can often talk you through things on the phone, direct you to the ED or occasionally see you at the office.

Newborns at the Hospital

We currently use a pediatrician team to care for your newborn that has been born in a hospital. When you arrive at the hospital to deliver, let them know that I am your pediatrician and they will select the recommended team to care for your child in the nursery.

There are neonatologists at the hospital if urgent issues arise. Babies admitted to the NICU will be seen by the neonatologists until the baby is either ready to move to the term nursery or be discharged home. Please call me if your baby is admitted to the NICU so that I may be in touch with the care provider.

I will follow up with you in my office after you are discharged. The timing depends on many factors. Call our office during normal business hours to let us know of your baby's arrival and to set up your first appointment.

Post Hospital Newborn Visit

I like to see all first time parents and babies in my office 2-3 days after discharge from the hospital, then again at 1-2 weeks. At this visit I will check the baby's weight, examine the baby, and answer any questions that may have arisen since arrival home. We will then see baby back at 2 weeks to do a second newborn screen and the first Hepatitis B immunization, if this wasn't administered in the newborn nursery. The rest of the well checks are as follows:

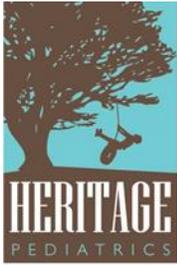
2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months and 36 months. Annual visits are done thereafter.

Hospitalizations

In most situations, if your child needs to be hospitalized for general pediatric issues, I will send you to Methodist Children's Hospital or Children's Hospital of San Antonio. Your child may be admitted to a pediatric subspecialty service or a pediatric hospitalist. In this case, I would not be writing orders for your child but will be following their progress closely. I do not generally admit sick children to my service, as the demands of clinic don't allow me to adequately monitor inpatient children.

Childhood Continued Care

After the first three years of life, we like to see our patients annually for well exams through their high school years. There are a variety of changes that occur in childhood and adolescence, and my role is often to address and questions or concerns. Your child's health does not simply include their medical state. It also includes their emotional, social, and spiritual health. Please feel free to bring these up at any visit. April, May, July, and August are very busy months for annual check-ups, so please schedule these early.



*Caring for the
Next Generation*

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Immunizations Policy

I believe immunizations are critical to your child's protection. Therefore, at Heritage Pediatrics we require that all patients are up to date with vaccines as provided by our vaccination schedules. I understand that you may have questions. I am happy to discuss with you the concerns you may have regarding vaccines. Though we can alter the schedule somewhat, please know that changes to the schedule increase the risk of errors in delivery and in the chance your child might contract disease. All vaccines must be caught up by milestones at 2 years, 6 years and 14 years if they are behind."

Thank you again for welcoming me into the care of your child. I look forward to getting to know you and your child.

Sincerely,

Joshua C. Tardy, MD