

Our Mission

Mid-City Pediatrics, Inc. was created to provide quality pediatric care and patient satisfaction in a changing healthcare environment. To that end, all aspects of our office will be dedicated to high standards of medical care, efficiency and self-improvement. We will be of service to our community to the best of our abilities and will strive to be positive role models for our youth.

Our Values

- Intense focus on the customer.
- Excellence in everything we do.
- Diversity in our workforce and patients.
- Integrity, trust, and open communication.
- Continuous quality improvement.

Our Purpose

Parenting is an important and often difficult job. To help children become healthy and responsible young adults, we need trust and communication from children, parents, and caregivers. We have a common purpose: the best possible outcome for our children.

Office Hours

Monday.....9:00am—7:00pm
Tuesday.....9:00am—7:00pm
Wednesday.....9:00am—7:00pm**
Thursday.....9:00am—7:00pm
Friday.....9:00am—5:00pm
Saturday.....9:00am—2:00pm
Sunday.....closed

** Kenwood office closes at 5:00 pm

MLK Day.....10:00am—5:00pm
Day after Thanksgiving...12:00pm—5:00pm
Christmas Eve.....9:00am—2:00pm
New Years' Eve.....9:00am—2:00pm

Closed on these holidays:

New Years' Day	Labor Day
Memorial Day	Thanksgiving Day
Fourth of July	Christmas Day

We are available by phone
24 hours a day, 7 days a week

Office Locations

Kenwood
8250 Kenwood Crossing Way
Suite 205
Cincinnati, Ohio 45236

West Chester—University Pointe
7777 University Drive
Suite D
West Chester, Ohio 45069



Mid-City Pediatrics

Providing the highest quality pediatric
healthcare to
Newborns ♥ Infants ♥ Children ♥ Adolescents ♥
Young Adults

Welcome
to your
Patient-Centered
Medical Home

A Guide for Families

Our Health Care Team

Camille Graham, MD, FAAP
Angelique Gloster, MD, FAAP
Edith Nieves-López, MD, FAAP
Michael Kessel, MD
Carrie Kluger, MD, MPH
Laurie Stephan, CPNP

Shelia Stegall, MA, Clinical Manager
Karla Jenkins, RN
Stephania Banks, MA, BA
Brandy Bryant, MA
Stephanie Hall, MA
Mary (Ginny) Oberle, RN

Julie Clontz, Billing Specialist
Tom Wocher, Billing Specialist
Alex Alvarez, Practice Manager

Contact Us

Phone: **513-948-8444**
After hours: 513-803-4728
Fax: 513-948-0756
Website: www.midcitypediatrics.com
Secure portal: www.nextmd.com

We are available to give medical advice
24 hours a day, 7 days a week,
even when the office is closed.
We want you to call us, especially if your
child is sick or if you need to take your
child to the emergency room.

What Is a Patient– Centered Medical Home?

The American Academy of Pediatrics conceived the term, **Medical Home**, in 1967. Since then, the major primary care organizations have embraced the term, and now encourage all practices to provide care that is accessible, continuous, comprehensive, patient-centered, coordinated, compassionate, and culturally effective.

We are a **Patient-Centered Medical Home**. This means that our practice, as your **Medical Home**, is a central resource for all of your child’s care needs. In a **Medical Home**, your doctors, nurse practitioners, and their staff who see your child for check-ups and illnesses make you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your child’s care.

As your **Medical Home** we will help you find needed information and resources, such as

- Pediatric sub-specialists
- Health conditions
- Evidence-based treatments and outcomes for a variety of diseases
- Home care and equipment
- Support and respite services for your family
- Mental health services

As Your Medical Home We Will:

- Take care of your child when he or she is sick.
- Help your child stay well and out of the hospital and emergency room.
- Help you plan your child’s care and set goals for care, now and in the future
- Talk with you about any testing or treatment that your child needs
- Help coordinate your child’s care so that you always know which team is in charge.

You Can Help Us Make Your Appointments Go Well if You:

- Are prepared to share how your child is doing
- Let us know if you have extra concerns or sensitive issues before the visit
- Write down and bring your main questions and concerns; reports; and forms.
- Bring in a list of medicines, and a list of any other providers your child sees with their contact information and a summary of visits.
- Arrive 10 minutes early for your child’s appointment to complete any paperwork needed for the visit
- Give us honest feedback about your visits

Access and Communication

Our practice would like to be available when you need us. Please let us know about any special communication or access needs that you or your children have.

We provide access to interpreters for most foreign languages and for sign language, even after-hours.

Our office, including exam rooms and bathrooms, are ADA-accessible.

We have policies and procedures with your needs in mind. These are a few examples:

- When you call for an appointment you will be seen within 24 hours for urgent illnesses, and usually the *same day*.
- When your child has tests or procedures done, you will get results by phone, even if the results are normal.
- If you are referred to a specialist, we will share information with them and with you in a timely manner
- When leaving a message, we will contact you within one hour for ill calls, or by the end of the business day for routine calls.
- We will refill medicines by the end of the day, except for ADHD medication refills, which can take up to 7 days.
- School forms, FMLA forms, and special letters will be done within 7 days.
- Emergency calls after office hours will be answered by one of our doctors or nurse practitioners within 30 minutes (let the answering service know if it is an emergency call, then the call is answered as soon as possible).
- After your child is in the hospital or emergency room, we will help coordinate follow-up care.
- Our physicians will coordinate care with your child’s specialists.

Resources We Want You to Know About:

Our website, with links to medical advice from **Healthy Kids** and **Healthy Kids en Español**: www.midcitypediatrics.com

Cincinnati Children’s Hospital
513-636-4200
www.cincinnatichildrens.org

Cincinnati Children’s Special Needs Resource Directory, a comprehensive reference for parents and caregivers, with links to local and national resources:
www.cincinnatichildrens.org/special-needs

Cincinnati Children’s Family Connections, an online support community:
www.cincinnatichildrens.inspire.com

The ADHD web portal (access required):
www.myadhdportal.com

Ohio Medicaid Hotline—enrollment, questions
1-800-324-8680
www.ohiomh.com

Our Services

Preventive services from birth to 21

- Guidance about growth and development; safety; psychosocial needs; and nutrition
- Screening for obesity, developmental delay, depression, substance abuse, and mental health disorders
- Hearing and vision screening
- Family planning and STD screening
- Immunizations

ADD/ADHD - diagnosis and management

Chronic and acute diseases—treatment and care coordination with needed specialists