

## 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—4:00pm\*\*  
 Thursday.....9:00am—5:00pm  
 Friday.....9:00am— 5:00pm  
 Saturday.....9:00am— 2:00pm\*  
 Sunday.....closed

\* At least one location is open every Saturday  
 \*\* Closing hours vary depending on location

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**



## Our Health Care Team

Camille Graham, MD, FAAP

Shelia Stegall, MA, Clinical Manager  
 Karla Jenkins, RN, Care Coordinator  
 Stephania Banks, MA, BA  
 Brandy Bryant, MA  
 Stephanie Hall, MA  
 Chris Hunley, MA

Julie Clontz, Billing Specialist  
 Tom Woher, Billing Specialist

Practice Management:  
 Community Practice Services  
 Business Management Services

Medical Records and Transfers:  
 Karla Jenkins, RN

## Contact Us

Phone: **513-948-8444**  
 After hours: 513-803-4728  
 Fax: 513-948-0756  
 Website: [www.midcitypediatrics.com](http://www.midcitypediatrics.com)  
 Secure portal: [www.nextmd.com](http://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?

As a **Medical Home** we help patients understand the importance of having comprehensive information about all their healthcare activities and how and where to access the care they need, coordinated by their personal clinician and care team.



### OUR RESPONSIBILITIES AS A MEDICAL HOME

- Provide you with our office hours, locations, and information
- Practice evidence-based care
- Offer same-day sick visits
- Make our office policies available to you
- Provide you with after-hours access to the pediatricians or nurses of the practice
- Inquire about and accommodate special needs
- Give you the information to keep your children healthy and well



### PATIENT AND FAMILY RESPONSIBILITIES IN THE MEDICAL HOME

- Provide previous records and immunizations.
- Schedule recommended well visits
- 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.
- Provide updates on medications, medical history, health status, recent tests, and any visits to other facilities outside of Mid-City Pediatrics, Inc.
- Arrive 15 minutes before your child's appointment to complete any paperwork needed for the visit
- Cancel appointments in a timely manner when needed
- Access and share feedback on educational and community resources

### 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.



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 or through the patient portal, 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.

## 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](http://www.midcitypediatrics.com)

**Cincinnati Children's Hospital**  
513-636-4200  
[www.cincinnatichildrens.org](http://www.cincinnatichildrens.org)

**Cincinnati Children's Special Needs Resource Directory**,  
[www.cincinnatichildrens.org/special-needs](http://www.cincinnatichildrens.org/special-needs)

**Cincinnati Children's Family Connections**, an online support community:  
[www.cincinnatichildrens.inspire.com](http://www.cincinnatichildrens.inspire.com)

**The ADHD web portal** (access required):  
[www.myadhdportal.com](http://www.myadhdportal.com)

**Ohio Medicaid Hotline**—enrollment, questions  
1-800-324-8680  
[www.ohiomh.com](http://www.ohiomh.com)

**Health Insurance**—[www.healthcare.gov](http://www.healthcare.gov)

## 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