



Welcome to our clinic

At CentraCare Clinic - Women & Children's Pediatric Clinic, we provide family-centered care for our patients and their families from birth to young adulthood.

Our team of pediatricians and nurse practitioners collaborate with parents to assist children and teens in maintaining good nutrition, health and emotional well-being. We also offer coordinated care for children and teens with chronic illness and disabilities through our medical home care team.

Our phones are answered from 7 a.m. to 5 p.m. Monday-Friday and 7:30 a.m. to noon Saturday. We strive to answer calls quickly and limit on-hold times. If you are calling for a well-child physical or chronic care visit, your on-hold time may be shorter if you call after 10 a.m. Appointments for well-child physicals may be requested online at www.centracare.com. Our dedicated pediatric providers also offer Pediatric Walk-In Care for **urgent** health care needs. This service is available from 8 a.m. to 4 p.m. Monday-Friday in Suite 1315 at CentraCare Health Plaza. No appointment is required.

Patients can sign up for MyChart and have online access to their medical records, test results and medical advice from their provider. To register for MyChart, ask the front desk staff or call (320) 654-3610 for MyChart registration forms.

After hours and emergency care:

Our clinic telephone is answered 24 hours a day, 365 days a year. Outside of regular clinic hours, a nurse will assess your child's symptoms and offer advice. The nurse will advise you to seek care or to call for an appointment during clinic business hours.

What if I need to cancel an appointment?

We request a 24-hour notice to reschedule or cancel an appointment. This allows us time to schedule another child in your place.

If you arrive more than 10 minutes late for your appointment, we may reschedule your child's appointment. Please call us as soon as possible if you are running late and we will try to accommodate you.

Immunizations:

Immunizations provide life-saving protection for your child. Immunizations protect our families and community from diseases such as measles, meningitis and pertussis (whooping cough), which can spread quickly and can be deadly. CentraCare Clinic - Women & Children's pediatric providers strongly believe in immunizing children and reserve the right to deny further care to your family if you refuse immunizations. We will provide you with information regarding the safety and effectiveness of immunizations.

Reliable internet vaccine resources:

www.immunize.org
www.aap.org/family
www.cdc.gov/vaccines/
www.immunizationinfo.org
www.chop.edu/vaccine
www.aap.org/immunizations

Recommended immunization schedule:

Birth: Hep B
2 months: Hep B, Hib, DTaP, IPV, PCV13, Rotavirus
4 months: Hib, DTaP, IPV, PCV13, Rotavirus
6 months: Hib, DTaP, IPV, PCV13, Rotavirus
12 months: Hep B, PCV13, Varicella, Hib
15 months: DTaP, MMR, Hep A
24 months: Hep A
4-6 years: DTaP, IPV, MMR, Varicella
11-12 years: Tdap, HPV, Meningococcal
Yearly: Influenza

* Children who received their entire initial series of PCV as PCV7 before PCV13 became available will need to receive an additional dose between ages 1 and 5.

Your child's health and well-being is our top priority and we welcome your comments. Please feel free to call the clinic at (320) 654-3610 and ask to speak to the site coordinator. Your call will be returned as soon as possible.

CENTRACARE Clinic
Women & Children

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CentraCare Health Plaza, Pediatrics Clinic Suite 1300
(320) 654-3610 www.centracare.com

Emergency Information

For any emergency, always call the pediatrician or Emergency Medical Services (911). If your child is seriously ill or injured, it may be safer for your child to be transported by Emergency Medical Services.

What is a true emergency?

A true emergency is when you believe a severe injury or illness is threatening your child's life or may cause permanent harm. In these cases, a child needs emergency medical treatment right away.

Many true emergencies involve sudden injuries and may be caused by:

- Bicycle or car crashes, falls or other violent impacts;
- Poisoning;
- Burns or smoke inhalation;
- Choking;
- Near drowning;
- Firearms or other weapons; or
- Electric shocks.

Other true emergencies can result from a medical illness or injury. You often can tell these emergencies are happening if you observe your child showing any of the following:

- Acting strangely or becoming more withdrawn and less alert;
- Increasing trouble with breathing;
- Bleeding that does not stop;
- Skin or lips that look blue or purple (or gray for darker-skinned children);
- Rhythmical jerking and loss of consciousness (a seizure);
- Unconsciousness;
- Very loose or knocked-out teeth, or other major mouth or facial injuries;
- Increased or severe persistent pain;
- A cut or burn that is large or deep;
- Any loss of consciousness, confusion, a bad headache, or vomiting several times after a head injury; or
- Decreasing responsiveness when you talk to your child.

Call the pediatrician or the Poison Control Center (1-800-222-1222) at once if your child has swallowed a suspected poison or another person's medication, even if your child has no signs or symptoms.

Pediatrician-approved Web sites:

www.aap.org
www.cdc.gov
www.centracare.com
www.chop.edu
www.ecbt.org
www.kidshealth.org
www.mdh.org
www.parenting.umn.edu
www.teenhealth.411.org



Community resources:

Child passenger safety seat inspections (free)

Call (320) 251-2700, ext. 54492 for an appointment or visit www.buckleupkids.mn.org for more information.

Early Childhood Family Education

For classes about raising young children, contact your local school district.

United Way 2-1-1 help line

Provides confidential information and referrals to thousands of community services. Call 2-1-1 or (651) 291-0211.

Crisis Nursery

An adult in crisis affects a child's world. The Crisis Nursery is a free 24/7 temporary, safe haven where parents experiencing a family or personal crisis can call. For crisis day care/crisis counseling and family support, call (320) 654-1090.

Poison Control number

If you have a poison emergency or a question about a poison or about poison prevention, call (800) 222-1222.

What to do in a true emergency:

- Stay calm;
- If it is needed and you know how, start rescue breathing or CPR;
- If you need immediate help, call 911;
- If there is bleeding, apply continuous pressure to the site with a clean cloth;
- If your child is having a seizure, place him on a carpeted floor with the head turned to the side; and
- Stay with your child until help arrives.

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Pediatric Team

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