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# Welcome to Our Practice

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## TO OUR VALUED PATIENTS

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**Thank you** for choosing Summit Pediatrics to serve your healthcare needs. As primary care doctors, we are experienced in providing comprehensive health care for patients from newborn to 21 years of age. We are currently accepting new patients.

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### MISSION STATEMENT

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The main goals of **Summit Pediatrics** are to achieve the *highest quality patient care and patient satisfaction in a friendly, professional environment designed to maximize these goals*. The importance of **Preventive Care** for all patients is central to our practice philosophy.

We are committed to team-based care which means coordinating care among physicians and their clinical staff, primary care physicians and specialists, primary care physicians and hospitals, and clinical teams and their patients. We are committed to using evidence-based guidelines, to ensuring you have access to the care and services you need and to helping you achieve the outcomes you want to accomplish.

Due to our strong commitment to quality patient care, we strive to hire and maintain a staff that shares deeply our commitment by exhibiting a competent, caring and compassionate attitude at all times.

The Physicians and Staff at Summit Pediatrics share this commitment, which is the foundation of our practice philosophy.

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### NEW PATIENTS

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It is important to have a personal clinician and care team responsible for coordinating your care and we are glad you chose our practice. If you have not selected a primary care physician from our staff of physicians please call our office so we can assist you in choosing the provider that meets your preferences.

Your first visit at our office gives both you and your physician an opportunity to meet one another and to review your **health history**. It is mandatory to have the child's immunization record in the office prior to the first appointment. It is very important that we have a complete and accurate health history. You will receive a complete physical exam and receive any orders for blood work at that time. Please be sure to bring your completed demographic information form as well as your health history form included in this packet, your insurance card and a **complete list of your medications**.

We will request your previous medical records on your behalf. Please complete the Record Release form included in this packet and bring it with you to your appointment.

Our office provides equal access to patient regardless of source of payment. If you do not have health insurance please contact our office and ask to speak to our Billing Department. The billing department will review options regarding payment for services or for other available insurance options.

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## APPOINTMENTS

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Our office will make **every** effort to schedule an appointment in a timely manner. In most cases, we are able to see **urgent** problems on the same day. If you are sick, please call as early in the day as possible so that we can schedule you to be seen. Appointments for physicals and surgical procedures are usually booked 3-4 weeks in advance. Please be sure to call well in advance for these appointments, especially during school physical season.

The Williams Road office is open Saturday mornings for sick appointments. If you are sick and need to be seen, please call early between 8am-9am.

In order to preserve our commitment to *quality care*, **requests for new prescriptions and antibiotics require an appointment**. It is impossible to diagnose and accurately treat an illness without an office visit. If you are unable to come into our office due to transportation problems or work situations, please leave a message with our staff for your physician to review.

We do have an automated system that calls 2 days in advance to remind you of your appointment.

**Please notify the office within 24 hours if you are unable to keep an appointment.**

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## PHONE CALLS

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Our staff is here to answer your clinical questions. Contact our office first with any health concerns, unless it is a true emergency. A healthy dialogue and keeping your care team informed will help ensure that your care is properly coordinated so that your treatment goals can be met.

Our staff tries to handle the incoming calls in an efficient and timely manner. With the volume of calls we receive, there may be times when you will have to be on-hold for several minutes. Your call is important to us and we will help you as soon as we can. If you are on-hold for several minutes, do not hang up and call back because your call will go back the end of the line. We do provide a voice mail to leave requests for prescriptions, referrals, appointments and lab results.

If you have an urgent problem, please let our staff know so that your call can be handled accordingly .

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## ANSWERING SERVICE/ON CALL PHYSICIAN

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**In a life threatening emergency, please call 911!**

All after hours calls both routine and emergent are routed through the answering service, who will contact the provider on call or their private triage staff person. Providers/staff will return calls

within 30 minutes. The answering service is instructed to page the physician if a caller insists on speaking to a doctor immediately. All emergent care will be referred to appropriate emergency room.

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## WEBSITE

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We encourage you to visit our website [www.summitpeds.com](http://www.summitpeds.com) for up-to-date practice information and for credible links to informative medical websites.

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## PATIENT PORTAL

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We now have a **patient portal** available from our website [www.summitpeds.com](http://www.summitpeds.com) for our patients' use. This allows you to have real-time access to your medical record information including medications, allergies, medical and surgical history, test results and past and upcoming appointments. The portal also allows for secure messaging to your physician for **non-emergent issues**. You will also be able to request: refills, non-emergent appointments, test results and referrals.

Ask our staff to set you up with your **personal activation code** and **instructions** to access your chart through the patient portal at your first visit.

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## SCOPE OF SERVICES

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The following are needs are addressed:

Newborn Care: Our physicians are on staff at Mt. St. Mary's Hospital and Niagara Falls Memorial Medical Center to begin your child's care in the Nursery.

- Well Baby/Well Child Visits
- Immunizations
- School/Sports Physicals
- Vision and Hearing Screening
- Behavioral health: ADHD screening/treatment. Our physicians work closely with patients/families in regards to behavioral health. If necessary they will refer to an outside facility and work closely with them for continuity of care. Lab Testing: We now offer lead level and hgb tests done by fingerstick in the office. We are committed to ensure that all children have 2 lead levels by the age of 25 months.
- Developmental Screening: Offer insight into your child's developmental milestones, temperament, and behavior.

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## PRESCRIPTION REFILLS

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Refill requests are reviewed by the physician and phoned to your pharmacy **within 1 business day**. In some cases, your physician may request that you make an appointment before refilling your medication.

**New prescriptions or requests for antibiotics cannot be given without seeing your physician first.**

We are not able to mail scripts to patients. All non-controlled scripts are e-scribed to the current pharmacy on file. You may provide us with a self-addressed, stamped envelope if you are unable to pick up your prescriptions. We ask that you contact your pharmacy to see if a prescription is ready for pickup.

We will **not** phone in “emergency supplies” of any controlled substances if you fail to call in advance for your refill. When picking up a prescription for a controlled substance, you will be required to show ID and sign a form stating that the script was picked up

**You may request refills through the patient portal.**

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## REFERRAL REQUESTS

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Some insurance companies require that you to obtain a referral from your primary care physician prior to seeing a specialist. More often than not, there are conditions that can be evaluated and treated by your family physician and do not require a referral to a specialist. It is important that you are aware of your insurance company’s policy regarding referrals and that you call in advance of your appointment to obtain one. After reviewing your request, you will be notified within 3 business days if there are any problems processing your request.

**You may request referrals through the patient portal.**

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## TEST RESULTS

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Please be advised that even though a lab/x-ray technician may tell you your results will be ready by the same day or the next day, that may not be the case, and we may not receive them for several days. If results are within normal limits or negative, we will notify you within 7 business days. However, you may request a copy of the results when ordered by your provider. If you have not heard from us after 48-72 hours and would like the results of your tests, call and leave a message for your provider or request through the patient portal. We will return the call or forward through the portal within 1-2 business days.

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## HOSPITAL AFFILIATIONS

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We are affiliated with both Mt. St. Mary’s Hospital in Lewiston and Niagara Falls Memorial Hospital in Niagara Falls. We work closely with Kaleida Women and Children’s Hospital of Buffalo using in house Pediatric Hospitalists. **Hospitalists** are physicians who specialize in the acute care of **hospitalized patients only**. They will care for our patients in the event of a hospitalization and are

available at the hospital all day in case any changes in the patient's condition occur. The Hospitalists will communicate daily with your Primary Care Physician and will provide us with a detailed outline of your care upon your discharge from the hospital.

Summit Pediatrics remain ultimately responsible for your care. We are "on-call" and available by phone 24 hours a day, 7 days a week.

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## MEDICAL RECORDS

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Our staff is dedicated to ensuring patient confidentiality at all times. Please understand that it is our office's policy to not disclose any information regarding your health without your **written consent**. Please complete the enclosed HIPAA Privacy Consent form detailing who we can speak to about your health.

To have your records transferred to our office you can complete the enclosed Medical Records Release Form and bring it our office. You can also contact speak to Trisha in our Medical Records department.

### Form Completion

Please provide our office with ample time to complete forms needed for work, school, disability and worker's comp. In general, we are unable to complete these at the time of your visit and require 5 business days to do so.

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***Our goal is to provide the best care possible to our patients. We would like every patient to feel that they get the attention they deserve each and every time, whether it is on the phone or in the office. We feel that these policies will help us to provide the care that you deserve.***

***We appreciate your cooperation and adherence to these policies.***

## FINANCIAL POLICY

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Thank you for choosing **Summit Pediatrics** as your primary care provider. We are committed to providing you with quality and affordable health care. Because some of our patients have had questions regarding patient and insurance responsibility for services rendered, we have developed this financial policy. Please read it over and ask us any questions you may have. We will have you sign a form in your electronic medical record stating that you have read, understand and will abide by the guidelines of this policy.

1. **Insurance.** Today's health insurance policies offer more options than ever. Each patient is responsible for knowing his or her plan's benefits package, co-payment, co-insurance, deductible, non-covered services, and restrictions. We cannot quote coverage or benefits. If you have questions regarding coverage or benefits, please call your insurance.

**If additional services are rendered during your Well Visit/Physical, your insurance may make you pay a copayment.** Examples include but not limited to the following: illness addressed, chronic problem addressed, ear wax removal, suture removal, spirometry, strep screen, and urinalysis.

2. **Proof of Insurance.** All patients must provide a current valid insurance card before seeing the doctor. If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the visit.
3. **Claims submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.
4. **Coverage changes.** If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits.

**Our practice is committed to providing the best treatment to our patients. Our prices are representative of the usual and customary charges for our area.**

**Thank you for understanding our payment policy. Please let us know if you have any questions or concerns.**