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 Lauren McFarland, MSN, CPNP
 Evina Nonato, MSN, CPNP
 Holly Duncan, MSN, CPNP
 Elizabeth Sheeks, MS RD LDN

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Unifour Pediatrics, PA



Comprehensive Medicine ... Infants through College-age

Certified Level 3 Patient Centered Medical Home (PCMH)
 Certified Level 3 Blue Quality Physician Program (BQPP)
 Lab certified as Moderately Complex Laboratory by CLIA

Location: (Do NOT mail to this address)
 3411 Graystone Place (off Fairgrove Church Road)
Postal address:
 P. O. Box 1347, Hickory, NC 28603-1347
FAX: (828) 328-1119

Phone: **(828) 328-1118**

Email: huffman@UnifourPeds.com

Website: www.UnifourPeds.com

Hours: **8AM-5PM, Mon-Fri**
8AM-10AM, Sat-Sun, Most Holidays

Welcome to Unifour Pediatrics! We are honored that you have chosen us to provide healthcare for your child(ren). We hope that you find the following information helpful in contacting our office for your family's needs.

Appointments: **** If you have a true or suspected medical emergency, call 911.**
**** If you have a poisoning or suspected poisoning, call 800-222-1222.**

- **For a same-day sick/injury appointment, call 828-328-1118** after 8AM to schedule your visit. We attempt to see all sick or injured patients the day requested by parents. In certain situations we will "triage" as needed so that the sickest and most "high-risk" patients are worked in first. Be prepared to provide the scheduler or nurse with a brief description of the patient's symptoms and the urgency of problem needing to be addressed.
- **For NON-URGENT sick/behavior/recheck or well check appointments, call 828-328-1118 or initiate this via our Unifour Pediatric smart-phone app "Healow" or via our internet "Patient Portal".** Many parents find that these on-line methods ("Healow" or "Patient Portal") offer them more convenience, where non-urgent appointments can even be requested after the office closes. Our staff will then complete the appointment arrangements during weekday office hours.
- If you are more than **10 minutes late for an appointment**, you may be asked to reschedule out of respect for the patients being seen after your missed appointment. Having **more than 3 "No-Show" appointments** (not calling to cancel and reschedule) may result in a dismissal from our practice out of respect for our committed patients and practitioners.
- ALL Unifour Pediatrics employees greatly appreciate your patience and understanding in the possibility of longer than expected wait times during flu season, unforeseen emergencies, etc. We assure you the reasons behind these potentially longer wait times are due to our clinicians and clinical staff following our philosophy of thorough care for each patient.

Nurse Calls/Refill Requests: ****Nurse calls will be answered in order of urgency/severity of the patient's needs.**
**** PLEASE provide accurate call back number(s) so we can reach you, and PLEASE answer the phone when we attempt to call you back.** Timely communication and coordination is essential - and requires us to work together.

- **For urgent/same-day nurse call requests, call 828-328-1118** and provide a brief description of your concerns/questions that you would like answered. Based on the volume of calls, the nurse will triage each and return your call as soon as possible. Calls in the late afternoon may not be called back that day. Be sure to **answer the phone** when we call you back.
- **After hours/weekend call requests, call 828-328-1118 (then Option #3)** for urgent matters that cannot wait. You will be redirected to a call service that will forward you to either an on-call nurse or to one of our practitioners to answer your urgent questions/concerns regarding your child's health. Be sure to **answer the phone** when they call you back.
- **For routine medication refills**, please contact your pharmacy first (or use their pharmacy "phone app"), who will then send our office an electronic refill request for our practitioners to review and respond. **Please give us several days notice** to ensure that your practitioner has time to review your request (work schedules vary). If your child has been prescribed medications by a specialist, please contact his/her office for these refills or medication changes. If your child is followed by our office for ADHD, please refer to the refill policy handout regarding these medications (as most cannot be called/sent in).

For more details see www.UnifourPeds.com, our "[Patient Portal](#)", and our "[Healow](#)" smart-phone app.

- **For routine NON-urgent nurse or other office staff requests**, please use our Unifour Pediatrics “**Healow**” phone app or our internet “**Patient Portal**” to relay your messages. Using the “Healow” phone app or internet “Patient Portal” for non-urgent messages helps keep our phone lines clear, so we can quickly attend to more urgent matters. **Caution/Remember that these are not reviewed at night or over the weekend (so do NOT use for urgent time-sensitive problems).**

Helpful resources: Refer to the following resources to help answer your non-urgent questions or concerns.

- www.UnifourPeds.com Our website has multiple links to indexed resources providing excellent pediatric and parenting information. Look on the left vertical menu of each website page, locate (half way down) “**Health Problem Advice**”, and click this item. From here, you can also link to your child’s “Patient Portal” (likewise found on our site’s left vertical menu).
- www.HealthyChildren.org (American Academy of Pediatrics website with helpful topics on caring for your child.)
- www.KidsHealth.org (Very helpful website with educational information on healthcare for kids of all ages.)
- At each well child check-up, we will provide comprehensive handouts covering specific age-appropriate topics. **We expect you to thoroughly read these packets.** You will find them helpful in caring for your child - keys to preventative care.
- The AAP book, [Caring For Your Baby & Young Child \(Birth to Age 5\)](#), a great resource to refer to when seeking information on both well and sick children. Two other books are also available (for ages 5-12, and for ages 12-21).

Patient Portal: We highly encourage our families to sign up for and use the “Patient Portal”, a convenient way to maintain communication with our office and to help manage your child’s healthcare. Use our web portal for **NON-urgent problems and requests** such as referrals, prescription refills, well child check-up appointments, or messages to a practitioner or staff member. This should allow you to easily interact with our office at a time convenient with you, and can be initiated after-hours from the convenience of your home. Expect responses from our office weekdays only - these may take a day or so. **Be sure to answer our phone calls in case we can reach you** to clarify info/needs. Timely communication is essential, and requires us to cooperatively work together.



Healow App: Download the “Healow” smart-phone app to conveniently access your child’s medical records, maintain communication with our office, and help manage the healthcare of your child. “Healow” allows you to make an appointment, access lab results, manage medications and other personal data, etc. This access method allows you to easily interact with our office at a time convenient with you for **NON-urgent problems**. Expect responses weekdays only - these may take a day or so. **Be sure to answer our phone calls if we need to call you back** to clarify info/needs. Timely communication is essential, and requires us to cooperatively work together. “Healow” responses may be also be answered directly via the phone app.



Our Pediatric Team (shown above from left to right): Evina Nonato CPNP, Richard Rheinbolt MD FAAP, Lauren McFarland CPNP, Brooke Hata MD FAAP, Sommer Clark CPNP, David Millsaps MD FAAP, Karen Leasure CPNP, Barbara Colosimo MD FAAP, Camille Glidden CPNP, William Elliott MD FAAP, and Holly Duncan CPNP (see our website for more details)

For more details see www.UnifourPeds.com, our “**Patient Portal**”, and our “**Healow**” smart-phone app.

Guiding Principles of Unifour Pediatrics PA

- 1. Commitment to Excellence** - We strive to provide high quality, innovative, accessible, and affordable healthcare that takes a holistic approach to our patients' needs.
- 2. Compassionate Care** - We endeavor to treat our patients and their families with respect and kindness and to provide a comfortable and friendly environment.
- 3. Continuity of Care** - We believe in providing personalized care for our patients and establishing cooperative, working relationships as they grow. We hope that we will form substantial lasting patient/doctor relationships. We strive to treat our pediatric patients and their families as we would treat our own.
- 4. Education** - We seek to actively educate both patients and parents about details of their healthcare, allowing them to play an active role in prevention, understanding, and treatment of pediatric illnesses, conditions, and injuries.
- 5. Communication** - We are open to suggestions and constructive criticism as to how we might improve service to our patients. We believe that through communication we will be able to adapt our practice to best serve the community.
- 6. Improvement** - The physicians and staff at Unifour Pediatrics are dedicated to improving their knowledge base, professional competence, and awareness of recent medical developments. We stress continuing education of our physicians, nurses, and staff to serve these ends.
- 7. Equal Access** - We strive to treat all patients with the same care, concern, and dedication, treating all educational, ethnic, and financial backgrounds equally.
- 8. Staff Well-Being** - We want our employees to truly love their job, look forward to coming to work, and want to stay with the team on a long-term basis. We encourage a work environment of cooperation, concern for our fellow staff members, cross-training, fairness, honesty, mutual trust, and professional development. We want our staff to enjoy a full and healthy life with time for themselves, their families and for their communities.

David M. Millsaps MD and our other pediatricians, pediatric nurse practitioners, and staff of Unifour Peds

Certified Level 3 Patient Centered Medical Home (PCMH) - highest currently available certification level


Certified Level 3 Blue Quality Physician Program (BQPP) - highest currently available certification level

Lab certified as Moderately Complex Laboratory by CLIA


See UnifourPeds.com for much more detailed discussion of our philosophy of care, and for testimonials.

Important Methods to Access Unifour Pediatrics

Recommended ways to communicate with our office (“**Healow**” on your smart phone or “**Patient Portal**” on the Internet):



Health and Online Wellness




**Access Your Health Record.
Anytime, Anywhere**

Send and receive secure messages and health alerts from your doctor




Set your health goals, track them, and share with your doctor

Manage your medicine cabinet

Log in using your existing portal credentials.
If you need help, let us know.



Ready to download the app?
Scan the QR code to the left
or visit healow.com/app



Ask Us About Our Patient Portal

With our new Patient Portal you can:

- Request and create appointments
- Request prescription refills
- View medical records (PHR)
- Receive educational material
- View current and past statements
- Pay bills online (*coming soon*)
- Send messages to clinical staff
- Receive health maintenance reminders

**... all from the comfort of
your home!**

For general pediatric health information: See www.UnifourPeds.com (and then “Health Problem Advice” from the left vertical menu), “www.HealthyChildren.org”, and “www.KidsHealth.org”. All provide excellent pediatric and parenting info.

For more details see www.UnifourPeds.com, our “**Patient Portal**”, and our “**Healow**” smart-phone app.