



Understanding Our Office

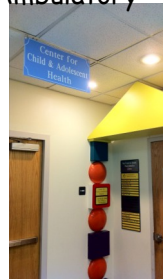
Answers to all of your Questions about our Office

What's the CCAH?

CCAHA stands for **Center of Child and Adolescent Health**. CCAH is made up of what was ambulatory pediatrics and primary pediatrics. These offices are at different locations at St. Christopher's, so before your visit ask where your appointment is.



Ambulatory Office: Ambulatory Office is in the main hospital on the first floor



Sick Care:

If your child is sick, you need to make an urgent appointment also called a sick visit. These visits usually will be on the same day or next day that you call. If you have a true emergency, please go to the Emergency Room. Most of these appointments are in Sick Care. Sick care is in the main hospital across from the Jungle Hut. You might not see your regular doctor at these appointments.



The Nelson Pavilion: Primary Pediatrics is in a separate building called the Nelson Pavilion. It sits opposite of the main hospital on the other side of the parking lot.



How do I get assigned a doctor?

It is best if you see the same doctor at each visit so your doctor can get to know you and your child and your family gets to know and trust your doctor.

At the offices in the main hospital you will often see residents. Residents are physicians in training and supervised. In the waiting room of ambulatory

pediatrics there is a picture of all the residents which is entitled "House Staff". Take a look!

When you come to your appointments expect your doctor to leave for a brief time to discuss your child with their supervisor.

Sometimes the supervising doctor will come in after your doctor to

see your child as well. They will be able to give review your child's health with your doctor.

All doctors will work on a specific day of the week. So always make your visits on the same day of the week.

How do I talk to the doctor at home?

If you have any questions about your child's health, please give us a call. There is a nurse available 24 hours a day. Let the nurse on the phone know who your doctor is so that your doctor knows that you called. Please follow the prompts on the phone to be directed to the correct person. Please be patient. If you hang up you will go to the back of the line.



Give us a call!!

Our phone numbers:

Weekdays 9am-5pm: 215-427-5985

Weekends and after 5pm: 1-800-203-6117

How do I see the same doctor at each visit?

* Make sure to get your doctor's business card at each visit so you have their name

* When calling and making your appointment always ask for your doctor by name

* If you forget who you saw last; ask when making your appointment and we can find out

* Make sure to have an appointment slip after each visit. Your doctor's name should be on the slip

* If you see another doctor besides yours (there will be times when your doctor is not available) let them know that you want to follow up with your doctor

* Always ask for an appointment on the same day of the week

* Take a look at the picture of all the doctors in the waiting room to see your doctor's name

Why don't I have my doctor's name on my insurance card?

If you do not have your doctor's name on your insurance card, that is ok. You do not need to change the name of the doctor on your insurance card. For insurance reasons you just need to have the name of a doctor from our group. We all work together. Please ask for a sticker to place on your card so that you have your doctor's name available when you make appointments, go to a specialist's office, or if you have to stay overnight in the hospital.

