



### Did You Know?!

#### TriHealth has the region's largest network of pediatric providers!

With 12 convenient locations and 60+ physicians, we're here to serve you and your family!

#### Symptom Checker is Live!

As a TriHealth Pediatric patient (or parent), you have access to this convenient, interactive tool that provides care options for common symptoms\* such as red/pink eye, upper respiratory infections, ear pain, fever and sore throat. Symptom Checker is available 24/7, includes care options that have been developed by TriHealth pediatricians and is a great place to start before calling the office.

Check it out by logging into MyChart and clicking "Symptom Checker" under the Find Care menu.

\* This tool is for non-urgent symptoms only. For urgent medical needs, please contact your physician's office or call 911 immediately.

#### Speaking of MyChart...

MyChart gives you access to your child's medical records (test results, medications, appointments, follow-up instructions) and allows for communication with your pediatrician. To ensure you get the right care at the right time, please follow this guidance for when to use (and not to use) MyChart:

##### WHEN TO USE MYCHART

- Non-urgent questions or concerns.
- Scheduling non-urgent sick visits, medication checks, and annual physicals.
- E-visit requests – please allow 1 business day for a reply.
- Medication refills – please allow 2 business days for refills. Controlled substance refill requests may take 3-5 business days or require a visit with your pediatrician.
- Forms – please allow 3-5 business days for all routine forms (excludes FMLA).

##### WHEN NOT TO USE MYCHART (AND CALL THE OFFICE)

- Urgent questions or concerns.
- Same-day appointment requests.
- Complex topics (behavioral, developmental, etc.) or lengthy questions or concerns.
- Messages with photos. Office visits are best to address rashes or visible injuries.

**COVID Vaccines** – available for all ages at all pediatric offices.

#### Our Vaccine Philosophy

TriHealth Pediatrics believes in the safety and effectiveness of vaccines to prevent serious illness and to save lives. Vaccinating children and young adults may be the single most important health-promoting intervention to reduce unnecessary risk for illness, disability, and death.

As such, TriHealth Pediatrics requires all patients to adhere to the Advisory Committee on Immunization Practices (ACIP) and of the Centers for Disease Control (CDC) and American Academy of Pediatrics (AAP) primary series vaccination schedule. Patients who deviate from this schedule and are not granted an exemption (rare and reviewed on a case-by-case basis) may be discharged from the practice.

#### No-Show & Late Cancellation Policy

We understand that situations may arise making it difficult to keep appointments. Out of courtesy to our physicians and to ensure that we can provide care to patients waiting to be seen, it is important that you notify us at least 2 hours in advance if you are unable to keep your scheduled appointment time. Notification within 2 hours or less will result in your appointment being marked as a no-show. Three no-show appointments in a rolling 12-month period could result in discharge from the practice.

Thank you for trusting TriHealth Pediatrics with your child's care!

