

# Haywood Pediatric & Adolescent Medicine Group



## *A Patient-Doctor Partnership*

At Haywood Pediatrics, our primary goal is to provide the best possible care to every patient. The only way to meet this goal is to build a trusting partnership between patient, parent and the health care team. A Medical Home is the one place you take your child for all of your child's health care. The staff here knows you, your child, and your child's health history.

### **To fulfill this partnership we will:**

#### **Respect you as an individual**

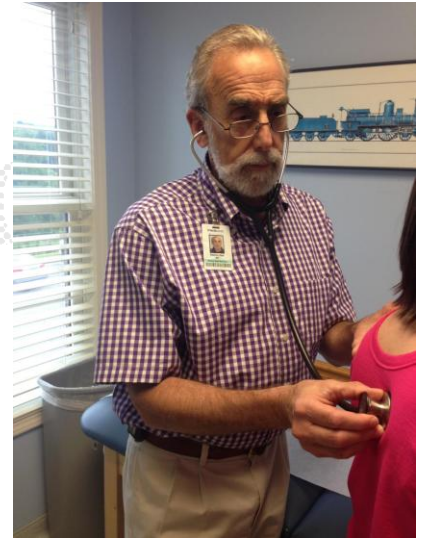
- ✓ Explain diseases, treatments and results.
- ✓ Listen to your feelings and questions to help you make decisions and set healthy goals.
- ✓ Keep medical information and records private.

#### **Provide safe and qualified care**

- ✓ Provide clear directions about medicines and treatments.
- ✓ Send you to trusted experts, if needed.
- ✓ End every visit with clear instructions about expectations, treatment goals, medicines and future plans.

#### **Strive to build flexibility to schedule you with the provider of your choice whenever possible.**

- ✓ Provide 24-hour phone access to a health care team.



### **In return, we trust you to:**

#### **Be in charge of your health**

- ✓ Learn about wellness and preventing disease and make healthy decisions.
- ✓ Learn what your insurance covers.
- ✓ Be honest and thorough about your history, symptoms and any changes in health.
- ✓ Tell us what medications you are taking (including Over-the-Counter, herbal remedies and vitamins) and ask for refills during your office visit.
- ✓ Tell us when you see other doctors, medications they have prescribed and ask them to send a report about your care.

#### **Be a good patient**

- ✓ Take all of your medicine and follow your treatment plan, or tell us if you cannot do so.
- ✓ Respect us as partners in your care
- ✓ Pay your co-pays, deductibles, percentages, etc...
- ✓ Keep your appointment as scheduled, or call and let us know if you need to cancel.

#### **Communicate with us**

- ✓ Ask questions, share feelings, be part of your care.
- ✓ Call your doctor first with all problems, unless it is a medical emergency.  
(828) 452-2211 or after hours: 1-877-514-8648
- ✓ Provide us with feedback to improve services.
- ✓ End every visit with a clear understanding of your doctor's expectations, treatment goals and future plans.

15 Facility  
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