



Welcome to MacKoul Pediatrics, Cape Coral. We are glad that you have selected our office for your Medical Home. As your Medical Home we want to ensure that you understand what is expected of you and what you can expect from us. To that end we hope that you will take the time to review the following information and ask any questions that you have regarding our Medical Home model of care. Below is an abbreviated list of some of the things you can expect and that we expect from you as a part of the Medical home model. Please refer to our website for more information and services we provide, <http://www.mackoulpediatrics.com/>

## What you can expect of us:

**After-hours access**

**Access to evidence-based care**

**Access to educational materials**

**Access to self-management support tools**

**Coordination and collaboration of care with all the providers that you work with.**

## What we expect of you:

Contact our office for assistance before going to the ER unless it is a life threatening

Communication regarding any changes to your demographic information

Ask questions about anything that you do not understand

Notification from you regarding any visits that you have outside of our office. Communication regarding any changes to your clinical information

As a Medical Home we have a clinical lead and a Medical Home manager who lead our team to ensure that we are the best Medical Home that we can be. Below is a little information about each of these representatives. However should you have questions about our Medical Home model please feel free to speak to anyone on our team.

Clinician Leaders: David MacKoul, MD and Amber Loyson, MD

Patient Centered Medical Home Manager: Mary MacKoul, CCC-SLP

## Key contact information for you to keep handy as a patient of our Medical Home:

**Scheduling** – To schedule an appointment with our office, call 239-573-2001 and use option 1 to schedule a same day appointment, Well Child Exams or Medicine follow up exams. To make a same day sick appointment call before 2pm. We try to schedule Well Child Exams and Medicine follow up exams as soon as possible. Use option 2 to speak to a team member with questions concerning your child. Use Option 3 for billing questions or concerns and use Option 4 to leave a non-emergency message the Debbie will be returning with 24 business hours.

**Medical Records** – for transferring medical records or request for physical forms and shot records, please call our office and use option 2 to speak directly to a team member who will take a message. Jolene, Theresa, Deanna or Debbie will be contacting you within 24 business hours to ensure we understand your request and provide directions on how to go about getting the records you may need.

**After-hours** – To speak to a medical staff member after hours call our office at 239-573-2001 and leave your question with the answering service who will forward your question to John's Hopkins All Children's Hospital pediatric RN who will call you back within the hour. If you do not receive a call back within the hour, please call our office again. If your concern can be safely addressed the next business day, please leave us a message online at <http://www.mackoulpediatrics.com/contact/> or go directly to your child's medical record through the patient portal found on our website <https://13514.portal.athenahealth.com/> and leave us a written message.