

Resources We Want You to Know About

Community Resources

www.ospdocs.com – then click on Community Resources

The American Academy of Pediatrics

www.aap.org

Poison Control Center

800-222-1222 or 313-745-5711

www.poison.org

Product Safety

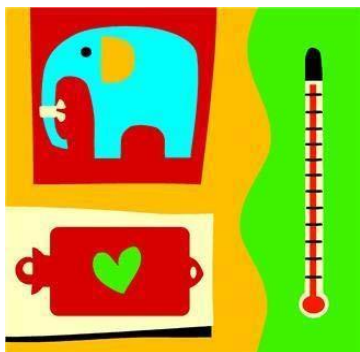
www.cpsc.gov

Centers for Disease Control and Prevention

www.cdc.gov/vaccines

Infectious Disease Society of America

www.idsociety.org



Access and Communication

When you call the office, be sure to tell the receptionist the reason for your appointment so we can plan a date and time that is most convenient for you.

Wayne Pediatrics
400 Mack Avenue
Suite 1 East
Detroit MI 48201
Phone: (313) 448-9600
Fax: (313) 448-9978

Office Hours

Monday	9:00 am – 5:00 pm
Tuesday	9:00 am – 5:00 pm
Wednesday	9:00 am – 5:00 pm
Thursday	9:00 am – 5:00 pm
Friday	9:00 am – 5:00 pm

Extended Hours and After-Hours Emergencies

Health care emergencies can happen anytime. If you have an urgent problem and the office is closed, call us anyway at **(313) 448-9600**. We're on call 24 hours a day and someone is always available to help you. If you feel that you have a life-threatening emergency, call 911 or go straight to the nearest hospital emergency room. It is your responsibility to inform the practice regarding care with any other after-hours health care facilities and providers.



Wayne Pediatrics

We Are Your Patient Centered Medical Home dedicated to promoting access to quality health care for patients from birth through adolescent.

Our Physicians

Susan Harris, MD
Laura Benjamins, MD
Sharon Marshall, MD
Kumba Njie, MD
Lynn Smitherman, MD
Christopher Youngman, MD

Hospital Affiliations

Ascension St John Hospital
Henry Ford Hospital

What Is a Patient Centered Medical Home?

The Patient Centered Medical Homes is a compassionate, accessible, comprehensive, coordinated, family-centered, and culturally effective care model.

This means our practice, as your Patient Centered Medical Home, is a central resource for all your health care needs. In our Patient Centered Medical Home, your doctor and our staff will make you feel like you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your care.

As your Patient Centered Medical Home, we will also help you find needed information and resources about:

- Health conditions and latest treatments
- Specialist care services
- Support services for your family
- Other key local services



As Your Medical Home We Will

- Explain health conditions, treatments, and results in an easy-to-understand way
- Listen to your feelings and questions to help you make decisions about your care
- Keep treatments, discussions, and records private
- Provide 24-hour access to medical care and same day appointments, whenever possible
- Provide instructions on how to meet your health care needs when the office is not open
- Provide you clear directions about medicines and other treatments
- Refer you to trusted experts, if needed
- End every visit with clear instructions about expectations, treatment plans, and future goals

As Part of Our Health Care Team, You Help Us Provide Better Care if You

- Ask questions, share your feelings, and be part of your care
- Honestly share your history, symptoms, and other important information about your health
- Tell your doctor about any changes in your health and wellbeing
- Make healthy decisions in your daily life
- Prepare for and keep scheduled visits or reschedule in advance whenever possible
- Call your doctor first with all problems, unless it is a medical emergency
- Bring all medications and supplements you are taking to each visit
- Inform us of all health care services you receive outside of our office (i.e.: Urgent Care Center, Emergency Room, Specialists Visits)
- Understand how your health insurance benefit works

Communication is Important

For the convenience of our patients, we use electronic prescribing to improve safety and efficiency. Prescriptions are only issued during office visits. Have your pharmacist call or fax us during business hours for refills.

Please ask us how to sign up for our secure patient portal. Through the portal you will have access to your medical record, secure messaging to staff, view lab results and request appointments and prescription refills.

Our Preferred Urgent Care Center

Concentra Urgent Care

Phone Number (313) 259-7990

Concentra Urgent Care
2630 E Jefferson Ave
Detroit MI 48207

Monday thru Friday: 8:00am – 8:00pm
Saturday: 10:00am – 4:00pm

First Choice Urgent Care

Phone Number (248) 621-9040

First Choice Urgent Care
29628 Southfield Rd
Southfield MI 48076

Monday thru Friday: 9:00am – 9:00pm
Weekends & holiday: 9:00am – 5:00pm