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NEWBORN FREQUENTLY ASKED QUESTIONS

What hospitals do your doctors admit to?

Our physicians are not currently taking direct care of patients admitted to the hospital, including newborn infants admitted to the nursery. These patients and infants are being cared for by physicians on the staff at the different hospitals, who communicate directly with our providers regarding any ongoing care issues and any issues that might need to be addressed upon the time of hospital discharge. Our providers are available to see patients and newborns discharged from the hospital.

How do you know my baby has been born?

Babies born at Albany Medical Center will be seen by the CapitalCare Pediatrics Albany pediatricians once you identify our office as your Pediatrician. Some hospitals will request that you have your next appointment set before you leave the hospital. If that is not required, we would like to hear from you within 24 hours of discharge. Please be prepared to tell us your baby's birth weight as well as discharge weight and if he/she received the Hepatitis B vaccine at the hospital.

How soon do you see my baby?

Most babies are seen within 24 to 72 hours of discharge from the hospital. Many babies are then seen within the first 2 weeks to follow up on their weights, and to make sure that feedings are going well. Your baby's first routine check-up is at 1 month of age. If you are having any concerns about your newborn, we encourage you to call our office and book an appointment for your concerns.

What if I have a general question and need some advice?

We have very experienced registered nurse's available daily to answer any of your questions. Routine or general advice calls are answered within 1-2 hours. Call 371-8000. If your infant needs to be seen same day, it's important to contact our **triage** nurse as **early in the day** as possible at 371-8000.

What if I only want to speak to a doctor?

We ask that you take into consideration that a physician is seeing patients most of the day. If your call is not urgent, the doctor will return your call at their earliest opportunity. You can reach a physician's confidential voice mail by calling our secretaries, 371-800 X2702 and they will transfer your call. For a faster response, we encourage you to contact our experienced registered nurses at 371-8000 x2275.

What do I bring to my first visit?

It is very important to bring your **discharge summary** from the hospital. This information includes birth weight and discharge weight, vaccines, as well as any special instructions you have received.

What if I need to contact the office after routine office hours?

One of our providers are on-call after hours and on weekends. However, we ask that you please limit the after hour calls to truly urgent questions.

What if I have additional questions?

Please contact our office Monday thru Friday; anyone in our staff will be happy to answer your questions.

What insurance plans do you accept?

For a complete list of all insurances accepted, please visit www.communitycare.com

Like our FaceBook page: Community Care Pediatrics - Clifton Park