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GENERAL INFORMATION

Introduction:

Welcome to Pediatric Care Corner, P.C.! Our staff is here to help you with either your new baby and/or children. Unfortunately, babies and children do not come with preprinted instructions and each child can be just a little bit different. This is what makes each of your children unique. We are all here to assist you with all the diverse ins and outs of raising and caring for your unique children. Each child is different and will respond to his/her life and surroundings differently. Our job is to try to make all the transitions of child care a little bit easier. We welcome your questions and will answer them all to the best of our abilities. You, however, are the best judge of your child. Over time, as you get to know each of your children, you will develop your own instincts about your child. While the advice of well-meaning friends and relatives may be helpful, there is no substitute for your own instincts and common sense. Don't be afraid to follow your instincts. In so doing, usually you will be doing the correct thing. Never be afraid to ask questions. No question is silly or stupid. We can only help when we are properly informed of your questions and concerns.

Be sure to explore our website for access to forms and handouts, insurance and financial information, links to valuable childcare information, and answers to many common questions about fever, cough, vomiting, diarrhea, and over-the-counter medication dosages.

Making an appointment and phone calls:

When you need to make an appointment, call the office during office hours. For sick children we will always try to schedule an appointment on the same day. Well child exams or appointments to discuss specific problems will be scheduled accordingly. If you have specific problems that you want to discuss in detail with the doctor, either during a well child exam or separately, please be sure to let the receptionist know so that we may schedule your appointment appropriately. This way we can be sure we schedule enough time with the doctor, so you may adequately discuss all your concerns. Booking well in advance for your well child exam allows for the best accommodation to your schedule requests. Please note that our after school well child appointments book very quickly.

If you have a question or need advice, call during office hours and our triage staff or physician will assist you. Frequently we may ask to return your call; this means the triage staff wishes to confer with a physician regarding your question. For illness, it is best to call the office first thing in the morning. This way, if the triage staff recommends that we see the child (per the physician's instructions), there will be adequate time to do so during office hours. With better facilities for examination and possible need for laboratory tests and/or x-rays we feel it is much better to see the child during office hours whenever possible. Please, also remember, it is very difficult to make a diagnosis over the phone, and if there is any doubt as to whether or not the child needs to be seen, it is wiser and safer for the child, to avoid guessing what is wrong over the phone.

For non emergent problems, please do not expect us to interrupt a physician who is in the office. If the triage staff cannot help you, we will call you back. If everyone adheres to this principal, you too can, and will have our undivided attention when you are in the office.

Kindly do not expect us to see two children in the time allotted for one. This backs up our appointments and is unfair to the patients who follow. If an additional child must be seen, call us ahead so that we can change our schedule and avoid undue waiting time for other patients as well as your children. Additionally, if an appointment cannot be kept, please notify the office in advance to avoid incurring no show fees.

After Hours, Weekends and Holidays:

A physician will always be available to you after regular office hours and on holidays for emergency purposes. Call our office number, 248-926-1411. Listen carefully to our after hours recording for the number for our answering service. Dial the answering service, inform them of your concerns, and await our return call. We will contact you as soon as we reasonably can, typically within 30 minutes. We ask that you use good judgment and consideration in calling after hours. We are only too happy to respond to your call for emergency situations. Unnecessary calls, however, only detract from the service we can render to others with serious problems. If you don't receive a call back within 30 minutes please call the answering service back so they can ensure a physician is reached and addressing your concerns.