

## Our Offices

### Pleasant Grove

1912 West 930 North  
Pleasant Grove 84062 Phone  
(801) 492-1999 Hours:  
9:00am to 9:00pm Monday-  
Friday  
Saturday 9:00am to 5:00pm

### Saratoga Springs

1238 North Commerce Dr.  
Saratoga Springs 84045  
Phone (801) 992-9222  
Hours: 9:00am to 5:00pm  
Monday-Friday  
Saturday 10:00am to 2:30pm

### Lehi

3231 North 1120 East  
Lehi 84043  
Phone (801) 768-2800  
Hours: 9:00am to 5:00pm  
Monday-Friday

### Pioneer Crossing

118 E. Thrive Dr.  
Suite #100  
Saratoga Springs 84045  
Phone (801) 407-1599  
Hours: 9:00am to 9:00pm  
Monday-Friday

### Vineyard

667 E. 500 N.  
Suite #100  
Vineyard 84059  
Phone (801) 374-1999  
Hours: 9:00am to 5:00pm  
Monday Friday

## Office Hours

All clinics are open from 9:00am to 5:00pm  
Monday through Friday.

After Hours is offered from 6:00pm to  
9:00pm in Pleasant Grove and from 6:00pm  
to 9:00pm in Saratoga Springs Monday  
through Friday.

Saturday hours are 9:00am to 5:00pm in  
Pleasant Grove and from 10:00am to  
1:00pm in Pioneer Crossing.

A Triage nurse is available from 8:00am  
to 9:00pm Monday through Friday and  
Saturday. Triage Nurses are on-call (after  
9:00pm) on weeknights and weekends.

A Triage nurse is also available via our chat  
feature during normal business hours  
(9:00am - 5:00pm Monday - Friday).

An On-Call Doctor is available after hours  
(after 9:00pm) on weeknights and on  
weekends.

A Patient Centered Medical Home is a  
trusting relationship between an informed  
patient and parent/guardian, and a  
provider-led healthcare team. To  
accomplish this goal an agreement  
between the healthcare provider and the  
parent/guardian or patient is made. This  
brochure explains the role of the healthcare  
provider and the patient or  
parent/guardian.

## Alpine Pediatrics

**Patient Centered Medical  
Home**



**What being a Patient  
Centered Medical  
Home means for your  
family**

## As Our Patient

Tell us what you know about your previous and current health concerns.

Ask questions to help us help you understand the care plan.

Become a leader in the care of your child.

Take part in the care plan by following the plan, or communicating with us about why you cannot follow the plan.

Keep us informed of any medications or supplements that your child is taking, even if we did not prescribe it.

Let us know when any medication is changed or adjusted by another provider.

If you have been seen by another provider, ask to fill out a records request form which ensures that we can have a complete chart for your child. Once the request is filled out, we will contact the previous provider to get your child's records.

Pay whatever portion of the bill your insurance does not cover.

Be willing to provide us with feedback so we know how we can be a better medical home for your family.

## As Your Provider We Will:

Keep you involved and informed in all care decisions.

Coordinate between specialists to maintain a complete medical chart for your child.

Provide constant access to your child's chart via the NextGen Patient Portal.

Complete medication refill requests and appointment requests through the Patient Portal, online chat feature, over the phone with a triage nurse, or in person during an office visit.

Have a doctor and triage nurse available not only during normal clinic hours and after hours, but also on-call 24 hours a day, 7 days a week.

Provide you with the most up-to-date information regarding the diagnoses given to your child and help you understand them.

Provide a written care plan; this can be accessed via the Patient Portal or hard copy at each visit.

Provide the best healthcare for your child's physical and mental health both in the office and through coordinating with other healthcare professionals that you may be seeking treatment from.

Provide services regardless of insurance coverage.

Provide resources to help you acquire health insurance coverage.

## What these Changes Mean

We will always respect how you would like to approach the care of your child and explain what care decisions we feel are the best, using evidence-based materials.

Your family will not be treated differently due to race, religion, economic status, gender, or sexual orientation.

*Both you or your doctor may end this partnership at any time. If you choose to end the partnership, please notify us and tell us why. If your doctor has to stop seeing you for any reason, we will notify you with an explanation as to why we will no longer provide care. With the correct written permission, we will forward a copy of your information to your next doctor to ensure they can provide the best and most complete care for your child.*

If you have any questions regarding Patient Centered Medical Home, please feel free to ask.