



JMA Pediatrics

Jeffers, Mann & Artman

Welcome to JMA Pediatrics

A Complimentary New Patient & Family Guide

Welcome

Welcome to the JMA Pediatrics family!

We're honored you've chosen **Jeffers, Mann & Artman Pediatrics** for your child's healthcare. Whether you're welcoming a new baby, transferring care, or joining our practice with an older child or teen, our team is committed to providing exceptional care in a warm, compassionate, and family-centered environment. We look forward to building a lasting relationship with your family and supporting your child's health, growth, and development through every stage of childhood and adolescence.

About JMA Pediatrics

As a **Patient-Centered** medical home, **Our Mission is to provide Excellent Medical Care in a Caring, Family-Centered environment and assist Families in building Happy, Healthy Children.**

Your provider is at the center of your child's care, supported by a coordinated team of nurses, care coordinators, and specialists. Together, we focus on preventive care, illness management, healthy development, and partnering with families to support each child's unique needs. Strong, trusting relationships are an important part of your child's healthcare journey. We encourage families to build a lasting connection with their provider, who will get to know your child, understand your family's goals, and provide continuity of care over the years.

For nearly 30 years, JMA Pediatrics has proudly cared for families throughout our community. Our board-certified pediatricians, nurse practitioners, and physician assistants follow recommendations from the American Academy of Pediatrics and other evidence-based guidelines to provide the highest quality care for every patient, from infancy through adolescence. Our providers and nurses participate in regular continuing education to stay current with the latest pediatric guidelines and technology. Monthly team meetings ensure that our care remains consistent, evidence-based, and family-centered.

We're excited to welcome you to our practice and look forward to partnering with your family for many healthy years ahead.

Office Hours

Monday–Friday: 8:00 AM – 5:00 PM

Weekend Hours (Raleigh location - Newborn and Sick Visits Only):

- Saturday & Sunday: Call between 8:00 AM – 12:00 PM to schedule a same day appointment.

Emergencies & After-Hours Care

We have a provider on call **24 hours a day, 7 days a week**.

For urgent medical concerns that cannot wait until normal office hours, call: **919-831-5682** or call your office location and follow the prompts to reach our answering service.

If your child requires **immediate medical attention**, please call **911**.

Scheduling Appointments

Call to schedule appointments for both **well visits** and **sick visits** between 7:30am to 4:30 pm.

- Routine well checks may be scheduled up to 1 year in advance to ensure availability with your provider.
- Sick visits are generally available the **same day** you call.
- For non-urgent appointment requests, you may also message us through the **Patient Portal** or through our secure texting platform.

Billing & Financial Questions

If you have questions about our financial policies, billing statements, or your insurance, our Billing Office is here to help. Please feel free to reach out to our billing team at 919-999-1912 with any insurance or account-related inquiries.

Digital Check-In

To help make your visit quick and convenient, we use a secure digital check-in system. Prior to your child's appointment, you'll receive a link by text or email where you can update your child's information, verify insurance, make payments, and complete any required forms at your convenience. When you arrive, you can check in using your phone by scanning a QR code or by using one of the tablets available in our office. If a co-pay is due, it can be paid at that time. Once check-in is complete, your family will be brought back to see the provider with minimal delay.

CHADIS

Child Health And Development Interactive System (CHADIS) is an online tool we use before your child's visit. It lets you fill out developmental and behavioral questionnaires at home, so your provider can review your answers ahead of time. This helps us focus on what matters most to your child's health and development during the appointment — and saves time at check-in.

A few days prior to your appointment you'll receive an invitation code to complete your child's forms. You'll log into CHADIS on your phone or computer, register with your email and password, then select your child and fill out the questionnaires we've assigned to you.

Patient Portal

This secure portal gives you online access to your child's health information. You'll receive an email invitation to create an account and link your child's records.

- Once logged in, you can view lab results and immunizations, send non-urgent messages to the care team, request appointments and prescription refills and access visit summaries.
- **Important:** Access for children 18 and older will transition to the young adult's own individual account
- If you have trouble with the invite or can't see your child's information, contact our front office for assistance.
- For password issues, use the "forgot your password" option on the login screen.

Secure Texting Platform

Need to reach us quickly for a non-urgent question, medication refill or appointment scheduling? Use our secure and HIPAA-compliant messaging platform. It's easy and often faster than calling.

Requesting Medical Advice and Prescription Refills

To help us respond as quickly as possible, please have the following information ready when requesting medical advice:

- Your child's current weight and temperature (if they are sick)
- Pharmacy name and phone number
- A list of current medications and any allergies

Response Time Expectations

- **Voicemails and secure text messages** left during regular office hours will be returned **within 2 hours**.
- **Patient portal messages** sent during regular office hours will be returned **by the end of the business day**.
- Allow up to **2 business days** for refills to be processed.

When leaving a voicemail, patient portal message or sending a secure text message for nurse advice, please include:

- Your name
- Your child's name and date of birth
- The reason for your message
- A callback phone number

After-Hours Care

- After-hours calls are triaged by our answering service.
- A fee applies to after-hours nurse advice calls; this fee is **waived for infants under 2 months of age**.
- **Patient portal messages and secure text messages are not monitored or answered after hours.**

Electronic Medical Records

All JMA Pediatrics offices share a **secure electronic medical record system**, allowing your provider to access your child's chart from any location. Prescriptions can be sent electronically to your preferred pharmacy for faster service.

Laboratory Services

All our offices are **moderately complex CLIA-certified laboratories**, allowing us to perform many tests in-house, including:

- Rapid strep and flu tests
- RSV, mono, and COVID tests
- Complete blood counts (CBC)
- Lipid panels, bilirubin, urinalysis, and more

If additional testing is needed, we can send specimens to our partner labs for processing.

Minor Office Procedures

We are able to perform many **minor in-office procedures**, including:

- Laceration repair (skin glue or stitches for minor cuts)
- Simple abscess and wound management
- Wart treatment (freezing/cryotherapy)
- Foreign body removal (ear, nose, skin)

JMA Vaccine Policy

JMA firmly believes in the effectiveness of vaccines to prevent serious illness and to save lives. We firmly believe in the safety of our vaccines. We firmly believe that children and young adults should receive all the recommended vaccines according to the schedule published by the American Academy of Pediatrics (AAP).

Well Child Check-Up and Immunization Schedule

3-5 Day	WCC + Hep B (if not received in the hospital)
2 week	WCC only
1 month	WCC + Hep B (must be at least 28 days from 1st Hep B vaccine)
2 month	WCC + DTaP, Hib, IPV*, Pneumococcal, Rotavirus
4 month	WCC + DTaP, Hib, IPV*, Pneumococcal, Rotavirus
6 month	WCC + DTaP, Hib, IPV*, Pneumococcal, Rotavirus
9 month	WCC + Hep B
12 month	WCC + Varicella (Chicken Pox), MMR, Pneumococcal, Hib
15 month	WCC + DTaP, Hep A
18 month	WCC only
2 years	WCC + Hep A
2 ½ years	WCC only
3 years	WCC only
4 or 5 years	WCC + DTaP, IPV, MMR, Varicella
6-8 years	WCC only
9-10 years	WCC + HPV vaccine
11-12 years	WCC + Tdap, Meningococcal ACWY, HPV (if not previously completed)
13-15 years	WCC only
16 year	WCC + Meningococcal ACWY Booster, can start Meningococcal B
17-20 years	WCC + Meningococcal B (if not previously completed)
21 year	WCC + Possible Tdap

Flu Vaccine is recommended for all children 6 months and older

Beyfortus - an immunization for RSV (Respiratory Syncytial Virus) is recommended for all babies 0 to <8 months during RSV season (October – April)

WCC = Well Child Check

DTaP/Tdap = Diphtheria, Tetanus and Pertussis

*DTaP, Hib, IPV given in combo vaccine called Pentacel when available

If your child has sustained a non-life threatening injury, please call our office for guidance before visiting urgent care or the emergency department.

When to Take Your Child to Urgent Care

You can contact our office at any time, day or night, for advice and a phone nurse will return your call within 2 hours.

If JMA is **closed** and your child needs care before our office reopens, consider taking your child to a pediatric urgent care center (rather than an Emergency Department) for the following:

- Has a fever with or without cold symptoms
- Has a sore throat or cough
- Has ear pain or tugging at ears
- Has red, inflamed eyes with or without drainage
- Has mild wheezing but is not having trouble breathing
- Is having an allergic reaction but is not having trouble breathing
- Has a mild skin rash
- Is vomiting or has diarrhea
- Has abdominal pain or constipation
- Has pain with or increased frequency of urination
- Has a headache or migraine without numbness, tingling or weakness
- Had a seizure with fever that stops on its own
- Has a minor cut that may or may not need stitches
- Has a possible skin infection
- Has a minor burn
- May have a sprain or minor bone fracture, and the bone is not coming out of the skin
- Has a possible head injury, but has not lost consciousness

Jeffers, Mann & Artman Pediatrics has created this list of Urgent Care Centers for your reference if your child needs urgent care after hours.

WakeMed Children's PM Pediatrics Urgent Care

Tel: 919-823-5437

2007 Walnut Street Cary, NC 27518

WakeMed Children's PM Pediatrics Urgent Care

Tel: 919-467-7425

1125 Hatches Pond Ln Morrisville, NC 27560

UNC Children's Urgent Care

Tel: 984-215-6435

2801 Blue Ridge Rd Raleigh, NC 27607

WakeMed Children's PM Pediatrics Urgent Care

Tel: 984-217-5437

8841 Six Forks Road, Suite 102 Raleigh, NC 27615

When to Take Your Child to an Emergency Department

Head to the nearest emergency department if your child:

- Is younger than 2 months and has a fever of 100.4°F (38°C) or higher
- Has a suspected fracture with visible swelling or unevenness and bumps in the injured area (a displaced bone requires realignment under sedation)
- Has ingested a poisonous substance or taken too much medicine. Consider calling poison control (1-800-222-1222) first if your child is stable
- Has a severe burn, such as deep burns covering large parts of the body surface, or on the face, extremities or genitalia)
- Has severe headache
- Has hit his head and lost consciousness briefly
- Has changes in alertness or unusual trouble waking
- Shows signs of dehydration, including very dry lips and mouth, absence of urination for more than 12 hours, and lethargy and confusion
- Has trouble breathing (including heavy, fast breathing)
- Has persistent chest pain or pressure
- Has thoughts of hurting self or others
- Had a seizure
- Has fever above 105°F

Jeffers, Mann & Artman Pediatrics has created this list of Children's Emergency Departments for your reference if your child needs emergency care after hours.

WakeMed - Raleigh Campus - Children's ER

3000 New Bern Avenue Raleigh, NC 27610

Phone: 919-350-8000

Duke Department of Emergency Medicine The Pediatric Emergency

Department functions within Duke's main Emergency Department.

2301 Erwin Rd

Durham, NC 27710

Phone: 919-684-2413

UNC Children's Emergency Department

The UNC Children's Emergency Department is located at 101 Manning Drive, in the basement of the N.C. Neurosciences Hospital.

101 Manning Drive

Chapel Hill, NC 27514 Phone: 984-974-1000

We're Here for Every Step

Whether it's your first baby or your fourth, we're proud to support your child's health with compassionate, expert care. Thank you for trusting JMA Pediatrics!