

## Welcome:

Whether you are new to the office or we have been caring for your children for years, we would briefly like to highlight the nature of our pediatric office. We are proud of the practice and are excited to have you as patients. Our office practice consists of five Pediatricians, a Nurse Practitioner and a Physician's Assistant, as well as dedicated nurses and receptionists. We are affiliated with both Greenwich and Stamford Hospitals.

### Pediatricians:

Alison M. Cass, M.D.  
Elizabeth Z. Krowitz, M.D.  
Jennifer Millman, M.D.  
Jessica Epstein, M.D.  
Kimberly Asante, M.D.  
Therese Bernstein A.P.R.N.  
Courtney Pilnick, P.A.

### Office Manager:

Linda Crothers, L.P.N.

### Nurses:

Sandi Coughlin, L.P.N.  
Crystal Merise, L.P.N.  
Kimberly Rider, R.N.  
Kristin Brice, L.P.N.

### Medical Assistants:

Christy Carron  
Sofia Petrafesa

### Receptionists:

Heidy Torres  
Marla Reis  
Jada Nieves

## Office Hours:

► **Weekday hours:** Monday - Friday 8:00 A.M. to 5:00 P.M. by appointment. Please call to schedule both well visits and sick visits. We will do our best to accommodate same day sick appointments.

► **Saturday Hours:** Sick visits by appointment only from 9:00 A.M. - 12:00 P.M.

► **Sundays, Holidays and all other times:** The office is closed. However, a physician is available for phone consultation for urgent medical situations. If you call the office, an answering service will contact the Pediatrician on-call for you. Expect a call back within 30 minutes in most instances.

**Appointments:** During regular office hours, please call and arrange for a time for your child to see one of us. Most days there will be several available pediatricians to meet your health care needs. If you are unable to keep an appointment, please call at least 24 hours in advance so we may use the time for another child. Any missed appointment will incur a cancellation fee.

## Routine Well Care:

► **Newborns and Infants:** In the first two years of life, your child will need to come frequently in order for us to monitor your child's growth and development, administer routine immunizations, give advice and answer questions about routine care. The first well care newborn visit is usually at two weeks of age. At that visit we will give you a schedule of visits and information about vaccinations.

► **Toddlers to Kindergarten:** Visits after age three are on a yearly basis for routine care. We will test your child's hearing and vision as soon as he/she is developmentally able.

► **Older children and Adolescents:** After age five, the areas of education, social skills, and personal maturation become paramount to your child's well being. We will give further guidance and counseling to you and your child during these years. We urge you to schedule these important visits yearly.

**Questions:** There is ample time for general questions during routine examinations. You may also call with routine questions during regular office hours. If you want to talk with a particular nurse or doctor, please leave a message and we will call back as soon as we are able. Physicians are not available for routine matters once the office is closed. Please restrict routine calls to regular office hours only.

**The Sick Child:** If your child is having an emergency, please call 911 immediately. If you are unsure about how to care for your ill child, please call us. If your child is urgently sick, please state so to our receptionist or answering service, and your call will take priority.

**Payment:** We require payment by cash, check, MasterCard or Visa at the time of service for all co-pays and self pay accounts. You will also be responsible for any charges not covered by your insurance. If paying at the time of a visit is a financial burden, please ask for the Office Manager so that an appropriate arrangement can be made. We also charge a small fee annually for any forms your child requires.