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# *PARENT HANDBOOK*





## HOURS OF OPERATIONS

Peek A Boo Pediatric Care PPEC is open from Monday thru Friday from 7:00 AM - 7:00 PM. Saturday and Sunday from 7:00 AM - 2:00 pm. If you are aware that your child will not be able to attend the center due to an illness or doctor appointment etc, Please be sure to call and Let us know either the day before or in the case of an illness, leave a message on the center's answering machine at any time after hours. The number is 954-932=3600. If you use the transportation van, we must notify them prior to the departure from the center in the morning.

On a daily basis you will receive a Take Home Sheet, which will detail things you should know about your child's day. If you ever have any questions about the information in the Take Home Sheet, please call the center and the speak with the nurse that cared for your child that day. Peek A Boo Pediatric Care PPEC will be closed on the following holidays:

- ✚ New Year's day
- ✚ Memorial day
- ✚ July 4th
- ✚ Labor Day
- ✚ Thanksgiving Day



## **EMERGENCY WHEATHER INFORMATION**

Hurricane season is form June 1st through November 30th. All persons need to have an emergency plan in the event of severe weather Peek A Boo Pediatric Care PPEC will provide you with a list of emergency shelters, including the shelter for special needs persons. All special needs individuals need to be registered with the county emergency management services in the event of an evacuation.

Peek A Boo Pediatric Care PPEC will abide by all weather advisories and will be closed in the event of severe and life threatening weather emergencies. if you have any questions do not hesitate to call the center. In case of bad weather, listen to the local new.

All families need to have a plan for evacuation in the need arises. Peek A Boo Pediatric Care PPEC will be glad to assist you in developing that plan. Please ask your nurse for the contact person.

## **ILLNESS AND DOCTOR VISITS**

Please help us keep all of our children healthy. If your child has a fever, cough, diarrhea or other signs of acute illness, please have the child stay at home. You can call and speak to a center nurse for guidance if you are unsure. if your child becomes ill at the center, the nurse will call you to have your child picked up.

Please keep us informed of any routine of any routine of emergency doctor visits, new orders, new immunizations or other information that will assist us in maintaining the most up to date information for your child's plan of care.



## **MEDICATIONS**

All medication brought to the center must be in their original prescription container, clearly labeled. Parents must notify the child's nurse immediately of any medication changes so that the appropriate orders can be obtained so that your child is receiving exactly what the physician has ordered.

## **MEDICAL EMERGENCIES**

In the event of an injury or medical emergency our skilled caregivers will provide the necessary immediate care and if warranted will either contact the physician for orders, or call 911 for transport to the hospital Emergency Room. The parent/caregiver will be notified immediately. Please keep your contact information updated.

## **MEALS & SNACKS**

Infants Parents must supply all formula and Baby foods. Containers and Lids must be labeled with your child's name. All Tube feeding formula must be supplied by the parent for any child on G-Tube feedings. All food/formula must conform to the dietary orders received from the physician.

Toddler and older children will be provided with nutritious breakfast, Lunch and Snack that comforts with the dietary orders received by the physician. If your prefer to bring food from home for your child, please be sure to bring them in a microwave safe dish.



## **GRIEVANCE PROCEDURES**

If a problem exist the center wants to correct it as quickly as possible. This can be achieved only if it is identified immediately. Parents with concerns should first discuss them with the child's nurse. If the nurse is unable to resolve the concern independently and to the satisfaction of the parent, then the matter should be brought to the attention of the Director of Nursing.

## **TERMINATION OF ENROLLMENT**

The child's physician and insurance provider direct the length of authorization for all PPEC service. Without such authorization the child cannot attend the PPEC. Any information required by the insurance provided from the parent in order to start or continue.

services must be provided within the time frame established by the insurance provider or authorization cannot be obtained. Parents have a right to appeal and denial of authorization for PPEC services from the insurance provider.

Parents and Peek A Boo Pediatric Care PPEC agree to comply with the Plan of Care signed by the Child's primary care physician and all orders from the child's participating physicians. Failure of either party to fulfill this agreement can be cause for disenrollment. Parents are an integral part of the plan developed and together with the center make the outcomes successful.



## **MEDICATIONS**

Please bring all of your child's prescribed medication that they will need to receive at the center. The nurse will keep you informed of any medications that are getting low. All medications must be clearly with your child's name and be in the original container. A physician's order is needed for all meds including over the counter drugs.

## **FOOD / FORMULA**

For infants, please provide the center with an adequate supply of formula and/or baby food so that your child will receive the proper diet.

For Toddlers and older children a nutritious Breakfast, Lunch and Snack will be provided to the following the specific diet recommended by the physician.

## **DIAPERS/ WIPES**

You should send at least 4-6 diapers per day.

Your child will also need a container of wipes.

They will both be kept in your child's labeled storage bin.

Your child's nurse will inform you when your diapers/wipes are getting low.

## **EQUIPMENT SUPPLIES**



All needed equipment should be sent with your child, enough disposable supplies to last a week (suction machine, suction catheters, feeding pump, feeding bags/connectors, nebulizers, apnea monitors, leads, etc.)

### **EXTRA CLOTHING**

Please send two extra sets of clothing daily, in case your child needs changing. All soiled clothing will be sent home in a plastic bag or washed at the center. All clothing will be labeled.

### **TRANSPORTATION POLICY**

Non-emergency transportation is for children who currently are Medicaid eligible and meet the criteria for receiving transportation services. This transportation will be arranged by the center with the transportation provider to ensure the child will be transported in the safest and most efficient manner.

All children will be required to be either secured in an approved car seat, wheelchair or car safety restraint per Florida State Regulations. Children will be assessed prior to transport and must be free of communicable disease and/or fever or other signs of acute illness.

A transportation log will be maintained for each trip noting every child on board during that trip, both on ingress and egress as to pick up time, arrival time, center departure time and home arrival time. It will also be documented from whom the child was received and to whom the child was turned over to at home.

Only parents or prior authorized person may receive the care of the child. Center personnel will make a final visual check of the van with the



transportation driver to ensure that all children and their belongings have been removed at the end of each trip. Children must be brought to the vehicle by the caregiver and must be loaded and unloaded by the Peek A Boo Pediatric Care PPEC escort. A Peek A Boo Pediatric Care PPEC care representative will be in attendance at all times.