



## NORTHWESTERN CHILDREN'S PRACTICE

680 N. Lake Shore Drive, Suite 1050 · Chicago, Illinois 60611  
(312) 642-5515 FAX (312) 642-0753

### FACT SHEET FOR NEW FAMILIES

Office Hours: Monday-Friday 8AM-6PM Saturday/Sunday 10AM

Visit our website: [www.nwcppediatrics.com](http://www.nwcppediatrics.com)

**Our website provides:**

Answers to commonly asked questions  
Sleep Advice  
Nutrition and Fitness suggestions  
Seasonal Safety Tips

**You can also...**

Meet our staff  
Request an appointment  
Get directions to our office  
Access helpful resources

**REBECCA UNGER, M.D.:** Tufts University, Rush Medical College, Board Certified. Pediatric training at Children's Memorial Hospital, Chicago. Associate Professor of Clinical Pediatrics, Northwestern University School of Medicine. Interests: nutrition, obesity, and adolescent health.

**PRIYA SHARMA, M.D.:** Northwestern University, Northwestern University School of Medicine, Board Certified. Pediatric training at Children's Memorial Hospital, Chicago. Instructor of Clinical Pediatrics, Northwestern University School of Medicine.

**DAPHNE HIRSH, M.D.:** Lehigh University, Rush Medical College, Board Certified. Pediatric training at University of Chicago Children's Hospital. Instructor of Clinical Pediatrics, Northwestern University School of Medicine.

**SCOTT GOLDSTEIN, M.D.:** Northwestern University, University of Illinois Medical School, Board Certified. Pediatric training at Brown University, Hasbro Children's Hospital. Instructor of Clinical Pediatrics, Northwestern University School of Medicine.

**DAWN LI, M.D.:** Harvard University, Columbia University College of Physicians & Surgeons, Board Certified. Pediatric training at Children's Hospital of New York-New York Presbyterian Hospital. Instructor of Clinical Pediatrics, Northwestern University School of Medicine.

**AARON KING, M.D.:** University of Illinois, Rush Medical College, Board Certified. Pediatric training at Rush Children's Hospital. Instructor of Clinical Pediatrics, Northwestern University School of Medicine. Interests: ADHD.

**LEANNE BENSKO, M.D.:** University of Illinois at Chicago Medical School. Pediatric training at the University of Chicago. Board Certified. Interests: General Pediatrics.

**TIMOTHY BLEGEN, M.D.:** University of Massachusetts Amherst and New York Medical College. Pediatric training at Brown University in Providence, Rhode Island. His interests include physician-patient communication and the utilization of technology in primary care. Board Certified.

**AMY MANION, PhD, R.N., C.P.N.P.:** Rush University, Certified Pediatric Nurse Practitioner, Loyola University, Master's of Science in Nursing. Interests: asthma, intensive care.

**MARIA MENCONI, C.P.N.P., R.N., M.S.:** University of Illinois, Certified Pediatric Nurse Practitioner, University of Illinois, Master's of Science in Nursing. Interests: asthma, pulmonology.

**MARLENE PASQUALE, C.P.N.P., R.N., M.S.:** University of Illinois, Certified Pediatric Nurse Practitioner, Master's of Science in Nursing. Interests: diabetes, endocrinology.

**LANNY LE, C.P.N.P., R.N., M.S.N.:** University of Notre Dame, Certified Pediatric Nurse Practitioner, Rush University, Master's of Science in Nursing. Interests: intensive care.

**ELIZABETH KROLAK, C.P.N.P., R.N., M.S.:** University of Illinois at Chicago, Certified Pediatric Nurse Practitioner, Master of Science in Nursing. Interests: colic, sleep.

**Practice Philosophy:** We are the child's health advocates. We attempt to educate parents to help them raise a healthy and loving child, and to educate children to help them develop healthy habits.

**Office Routines:** It is office policy that our skilled nurses gather relevant information from parents and advise parents regarding the care of well and sick children. *Parents may choose* to be seen by any doctor or pediatric nurse practitioner *for scheduled well visits. Ill children will be seen by a doctor or pediatric nurse practitioner*, dependent on availability. Contagious children are immediately placed in an examining room to protect the health of other children in the waiting area. Very sick children and sick infants are examined as soon as possible. Sleep and nutrition consultations are available for parents in the community.

**Office Visits:** Babies born at Prentice are examined at 3-5 days of age, at 2 weeks and again at about 2, 4, 6, 9, and 12 months of age. At each office visit, age-specific general information is provided in handouts, reading materials, and discussions, which address the common concerns of child rearing.

**Telephone Numbers: (312) 642-5515.** During office hours, we do not charge for telephone calls. **In order to promptly respond to telephone calls regarding illness and injuries and to avoid delays in caring for sick patients in the office, the office policy is to limit all office calls to a few minutes. Questions regarding well child care such as feeding, nutrition, sleeping, or discipline, which require more time, are best discussed at a scheduled consultation.**

**For Emergencies, call 911.**

- A. **Telephone:** Our telephone system is designed to prevent callers from hearing busy signals or remaining on hold. Options that may be entered during office hours from the Main Greeting:
2. **Only for physicians, pharmacists, and hospitals**
  3. To schedule an appointment
  4. To speak with a nurse
  5. To speak with a receptionist
  6. Request medical records or health forms
  7. Billing
  8. To speak to the practice manager
  9. Office directory

**Request for same day appointment for illness or injury.** We will answer or return these calls as quickly as possible. We first return these calls for the younger and sicker children. Therefore, there may be a delay in returning your call.

**Acute Medical Problems.** We will return these calls as time permits throughout the day.

**Helpful Suggestions for Using the Telephone:** Leave time periods when calls may be returned. Leave work, cell, and home telephone numbers. Always call back if you have not received a return call on a timely basis. Be patient or call again. Speak slowly and include your child's last name and area code when leaving messages.

*When the Office is Closed  
For Emergencies, call 911*

*The Night Greeting options are:*

*Press '2'. Request to speak to a provider. **There is a \$25.00 charge per call.***  
*Press '3'. Request to leave a message.*

**Appointments:** The general guidelines for scheduling appointments are based on the need to see ill children without too much delay and to avoid long waiting times for those well children with scheduled appointments. "Same day appointments" are given for problems such as earache, sore throat, diarrhea, fevers uncontrolled by treatment, or other symptoms that are not improving or are worsening. The office attempts to schedule these throughout the day when time has been allowed to accommodate these ill children and therefore, it may not be possible to see all ill children in the morning.

**Walk-ins:** Sick children can still be seen without an appointment Monday-Friday from 8-9am by a doctor/nurse practitioner or from 9am-11am only by a nurse practitioner. You can also bring in your sick child on Saturday and Sunday at 10am. Call first at all other times because if your child is extremely ill, it is possible that a more extensive hospital evaluation is required. If your child is ill and you bring your child to the office but you do not call first, you may have to wait because it is not fair to those families who have come for a scheduled appointment.

**Hospital Appointments:** Prentice Women's Hospital, Robert & Ann Lurie Children's Hospital.

**Insurance:** Parents who carry managed health care plans should know their benefits & responsibilities. Co-payment must be paid at time of service. Our office will bill your managed health care plan directly. You must enroll your newborn onto your insurance plan **before** the first office visit in order for your child to be examined. You must present your card at every visit.

**Office Parking:** Parking is available in the building. The cost is \$12 for a ticket that is good for the entire day. [The W Hotel](#) offers valet parking that costs \$14 for up to 3 hours. Make sure you bring your ticket to the office so that we can validate it. You can park at Northwestern Memorial Hospital's garage on Huron and St. Clair St. Bring your parking ticket and purchase a voucher that is good for up to 4 hours for \$12.