

Hillsborough Pediatrics

To the Families of Hillsborough Pediatrics:

We want to share some information about important changes that will be happening at Hillsborough Pediatrics in the next few weeks.

As of March 1, 2020, Hillsborough Pediatrics will become Advocate Hillsborough Pediatrics.

Our new name reflects our decision to affiliate with Advocate, LLC (Advocate), the region's largest physician-owned, multi-specialty group practice. Advocate provides office management tools such as electronic medical records, enhanced communication, and online information so that we can continue to focus on providing you and your family with the best possible patient care.

Dr. LaRiviere, Dr. Hussain, and all of us at Hillsborough Pediatrics want you to know that we remain dedicated to providing you with the same compassionate, personal care that you have come to expect from us.

We're providing more details about our new electronic health record, billing system, and patient portal on the following page. If you have further questions after reviewing the information please don't hesitate to ask.

We encourage you to visit our practice's new website at advocarehillsboroughpediatrics.com beginning March 1st.

We are happy to be a part of your family's healthcare and we're grateful for the trust you place in us. We welcome the opportunity to continue to provide you with up-to-date care and look forward to continuing to help keep your family healthy in the years to come.

Sincerely,

Dr. Hussain, Dr. LaRiviere, Kate, Michele and Eileen

What Does This Mean For Me?

(all changes are as of March 1, 2020)

NEW Electronic Health Record: We will be transitioning to eClinicalWorks Electronic Health Record. We may need your assistance to obtain additional information as we set up your health record in this new system. Please arrive 15 minutes early for your first appointment to complete necessary paperwork or visit our website to fill out the forms ahead of time to bring with you.



NEW Billing System: Similarly, we will be transitioning to a new Billing System. Please note that we will no longer keep credit cards on file. You will need to have a form of payment to cover copays and balances with you at the time of service. Any questions regarding your patient bill prior to 3/1/20 should be referred to our practice directly. For any questions about bills with dates of service after 3/1/20, you may contact 856-221-2700.

Important note for Insurance: As of March 1, 2020, if searching for us under your insurance carrier, be sure to use the name “Advocare—Hillsborough Pediatrics”. Similarly, if your insurance requires you to select a PCP, you will need to change your selection to “Advocare—Hillsborough Pediatrics”.

NEW Patient Portal: With this change, you will have access to your current patient portal until March 1, 2020. Your new patient portal will be activated at your first provider visit after March 1, 2020. One of the forms you will need to authorize on your first visit is the use of the new patient portal.

NEW After Hours Service: With this exciting addition, we have a team of dedicated nurses who will guide you and answer all your after-hours questions. You will call the same number to access our after-hours line. Be reassured that, if necessary, the nurses will have the ability to consult with either Dr. Hussain or Dr. LaRiviere.

If you have any questions about the transition to Advocare, please speak with our staff directly.

We appreciate your patience and assistance as we undergo this transition. Our physicians and staff remain dedicated to providing you with the same compassionate, personal care that you have come to expect from us. We will do our best to minimize any impact on serving your healthcare needs.

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