

Approved 4/1/09

**Department Service Agreement  
Pediatrics and Primary Care Departments**

The following is a collaborative service agreement between the Pediatric and Primary Care Departments. The departments agree on the following scope of practice for the provision of primary care.

**Core Services Agreements:**

Pediatrics will provide the following core services:

- Newborn nursery care for all non-Anchorage bowl infants, and all high risk infants per protocol, and any infant requiring level two nursery care
- Inpatient care of all patients needing admission. Primary Care may elect to co-cover inpatients in certain occasions.
- Well child care for patients empanelled to pediatrics, including immunization
- Acute and chronic care for patients empanelled to pediatrics. Most "high risk" medical disorders will be empanelled to Pediatrics

Primary Care will provide the following core services:

- Primary Care providers may elect to cover newborn nursery care for their low risk Anchorage bowl empaneled patients, excluding weekends and holidays
- Well child care for empanelled children, including immunizations
- Acute and chronic care for empanelled children

**Access Agreements**

Pediatrics will provide the following access:

- Same day access for any emergency referrals from Primary Care departments.
- A Pediatrician will be available during clinic hours for emergent questions, consultations and evaluations for potential admissions. Monthly schedules will be sent to Primary Care with call schedules.

Primary Care will provide the following access:

- Appropriate same day access for any Primary Care empanelled patient referred from Pediatrics
- Appointment within one week for non-urgent referrals such as toenail removal, acupuncture, biopsy.

Transfers:

- Patients will be transferred to Primary Care at the age of 12-14. Exceptions can be made at the discretion of the pediatric provider or at the request of the patient

**Communication Agreements**

Providers in Pediatrics and Primary Care will use the ANMC Referral and Consultation Form to communicate requests for services between clinics. Providers agree to respond as requested on the referral and consultation form.

Verbal and email communication between departments is encouraged to ensure continuity of care.

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**Quality Assurance Agreements**

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of Medical Services.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
  - % of time guidelines are met
  - % of time processes are followed
  - % of time adequate information is provided
  - % of time appointment is booked using the phone process
  - % of time dictation consultation summary received

Verlyn Corbett, MD

Signature of FMC Medical Director  
Medical Director

Amy Schumacher, MD

Signature of Pediatrics Outpatient

Doug Eby, MD, MPH

Signature of SCF VP of Medical Services  
Medical Director

Matthew Hirschfeld, MD

Signature of Pediatrics Inpatient