



*St. Luke's
Health Care Center*

A Sutter Health Affiliate

With You. For Life.

Pediatric Clinic Policies

Community Based, Not For Profit

Dear Parent,

Welcome to our practice. We hope to build a relationship with you and your family and to provide the best pediatric care for your child.

To run our office and serve your child's needs, we've made this set of policies that will save you time and give you the information you need.

Please feel free to ask any questions. We want to know what you think and what you want from us to provide the best services for your family.

Sincerely,

Dr. Kevin Chu

Dr. Julia Getzelman

Dr. Sareena Jaspal

Dr. Michael Treece

Guadalupe Barragan, FNP-C

Family Nurse Practitioner

Janis Mandac-Dy, C-PNP

Pediatric Nurse Practitioner

St. Luke's Pediatric Center

1640 Valencia Street

Suites 102 and 203

San Francisco, CA 94110

Suite 102 downstairs phone:

(415) 285-2006

Suite 203 upstairs phone:

(415) 285-0520

About Us



Kevin Chu, M.D., FAAP

MEDICAL SCHOOL: University of Maryland, M.D.

PEDIATRIC RESIDENCY: Mt. Zion Hospital, San Francisco, CA

LANGUAGES SPOKEN: Spanish



Julia Getzelman, M.D., FAAP

MEDICAL SCHOOL: Yale University, M.D.

PEDIATRIC RESIDENCY: Children's Hospital, Oakland, CA

LANGUAGES SPOKEN: Spanish, Italian



Sareena Jaspal, M.D., FAAP

MEDICAL SCHOOL: Jefferson Medical School, M.D.

PEDIATRIC RESIDENCY: Children's Hospital, Oakland, CA

LANGUAGES SPOKEN: Spanish, Hindi, Punjabi



Michael Treece, M.D., FAAP

MEDICAL SCHOOL: Ross University School of Medicine, M.D.

PEDIATRIC RESIDENCY: California Pacific Medical Center, San Francisco, CA

LANGUAGES SPOKEN: Spanish

Guadalupe Barragan, FNP-C

NURSING: University of California, San Francisco, R.N, MSN

LANGUAGES SPOKEN: Spanish

Janis Mandac-Dy, C-PNP

NURSING: University of California, San Francisco, R.N., MSN

LANGUAGES SPOKEN: Spanish, Ilocano (Filipino Dialect)

Your Provider

Your child will have one primary care provider, either one of our certified nurse practitioners or one of our physicians. There will be times when other providers may be involved in your child's care. Always give your child's primary care provider's name when scheduling appointments, referrals, or other medical services.

Multi-Lingual Staff

Our staff and providers are all multi-lingual and multi-cultural. We care deeply about the children of our diverse community.

Our in-house staff is able to speak Spanish, Italian, Ilocano, Hindi and Punjabi. We have access to translators of other languages and American Sign Language.

If you need help to communicate in our office, just let our staff know when you make your appointment.

Making and Keeping Appointments

We see patients by appointment only. It is very hard to fit unexpected patients into a full schedule, so please call us first.

Most often, children cannot be seen if brought in without calling first. We will always check your child to see if there is an urgent problem that requires immediate care or a hospital Emergency Department visit. If there is no emergency, we may ask you to wait at home where we can help you on the phone.

If you ever feel that your child has a life threatening emergency, please call 911 immediately and/or take your child to the nearest Emergency Room.

Late Appointments

It is important that you are on time for your appointment. If you think that you are going to be late for your appointment, please call our office and let us know. We will try to hold your appointment time or we will reschedule your appointment.

If you are more than 15 minutes late for your appointment and you have not called us, we will cancel your appointment and you will have to reschedule for another date.

Missed Appointments

If you need to miss an appointment, you must call and tell us at least 24 hours in advance.

We keep time open in our schedule for every scheduled appointment. Not showing up for an appointment keeps us from seeing other children who may need help.

Patients who repeatedly miss appointments may be asked to seek medical care at another facility.

Prescriptions

Routine prescription refills can often be processed and called in within 24-48 hours. Please contact the office by phone before your child runs out of medication.

Medicines given to children and infants are a serious matter. We use our best professional judgment when refilling a prescription. Sometimes we may need to see your child in our office before we give you a prescription.

If you have any questions about your child's medication, please call us or ask a pharmacist for instructions.

Forms, School Physicals, Vaccination Cards, etc.

WIC forms, school/sports physicals' forms, and vaccination cards will be ready for pick up 48-72 hours after they are dropped off. If you need help faster, let us know and we will work with you to process the paperwork as quickly as possible.

If your child is enrolling in a San Francisco school for the first time, you will need the SF School District Health Form and proof of vaccinations signed by your child's doctor to complete enrollment.

Proof of Vaccination Cards

When your child receives vaccinations at our office, those vaccines are recorded in a Proof of Immunization record. Please bring it with you each time your child comes in so that we can update the card.

Please keep your child's immunization record in a safe place. It provides important documentation about the immunizations your child received. If your child's card is lost, a replacement can be requested.

Clinic Hours

Our office is open Monday through Friday from 9:00 a.m. to 5:00 p.m. The office is closed every day for lunch from 12:00 p.m. to 1:00 p.m.

Telephone Calls

If you need assistance when our office is closed or over the weekend, we will be able to advise you by phone. Please leave a message at our main telephone number and we will return your call.

Always call us on our main telephone number, listed on the front of this brochure. **DO NOT USE *69.** You will not be able to reach our answering service if you dial *69 when the office is closed. Our main office lines are always answered during and after office hours.

There will be times when your child's doctor or nurse practitioner may not be available. One of our other doctors or nurse practitioners will help you if your primary care provider is not available.

If you have a life threatening emergency or feel that your child is seriously ill, we recommend that you take your child immediately to the nearest Emergency Room and/or call 911.

St. Luke's Hospital can provide you with a 24 hour emergency pediatric care by fully trained pediatricians. Our Pediatric Service areas are staffed by nurses specially trained to help your child.

About Our Services

At St. Luke's Pediatric Center, we provide well child care for children from birth to age 17, including immunizations, school and sports examinations. We also attend to sick children in our office and make every effort to provide acute care when necessary.

We would be happy to discuss with you our practice, our views and plans for immunizations and how to best work with you, your family and your child.

Important Contact Info

We recommend that you and any care provider of your children have the following information available:

My child's care provider is: _____

The main office number is: _____

My preferred pharmacy is: _____

The phone number there is: _____

Poison Control hotline number is: 1-800-222-1222

Child's date of birth: _____

Child's allergies: _____

Other medical history: _____



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**Important Phone
Numbers**

Dr. Kevin Chu
Dr. Michael Treece
Guadalupe Barragan FNP-C
(415) 285-2006
(415) 285-1780 FAX

Dr. Sareena Jaspal
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