

For more than 50 years, Salem Pediatric Clinic has been meeting the healthcare needs of local children. We are happy you have chosen us, and look forward to establishing a long relationship with you and your children. The purpose of this handout is to better acquaint you with the clinic and our policies. It explains who we are, and how we operate.



REGULAR OFFICE HOURS — Our regular office hours are by appointment only. Please make sure you have scheduled a visit before arriving. Office hours for well child check ups and routine or illness visits are:

- Monday-Friday: 8:00 am – 5:00 pm

URGENT CARE — We offer evening and weekend hours for patients with acute or urgent needs only. These visits require a scheduled appointment time. Our urgent care hours are:

- Monday-Friday: 5:00 pm – 7:00 pm
- Saturday-Sunday: 8:00 am – noon

AFTER HOURS & HOLIDAYS — One of our pediatricians is on-call 24 hours a day and is ready to handle any emergency your child may encounter. If you feel your child needs immediate medical attention, please call the clinic at 503-362-2481. Our answering service will direct your call to our nurse triage staff. A nurse will gather information about the situation and inform you of the best course of action. The on-call physician will be notified, if needed, to direct your care. Please keep in mind that our after hours service is available for urgent concerns only. Non-urgent issues are better left for regular office hours when our staff can devote more time to answering your questions and making sure your needs are met.

Additional information is available at
SalemPediatricClinic.com

TELEPHONE SERVICE — Our staff makes every effort to provide excellent telephone service to our patients. We take calls from 8:00 am – 5:00 pm daily, and urgent calls from 5:00 pm – 7:00 pm by clinic staff. Legacy Emmanuel triage nurses are available for emergency calls from 7:00 pm until morning and can advise or tell families that they will need an appointment. Families may call the main SPC number, 503-362-2481, and the answering service will direct the calls after 7:00 pm. There are times however, when the phone call volume is exceedingly high, so please be patient with our staff. We will call you as quickly as possible.

APPOINTMENTS — Please arrive 15 minutes prior to your appointment, as this will allow time to check your current information and copy your insurance card. If for any reason you are unable to keep your appointment, please give us 24 hours notice so we can provide that time for someone with urgent care needs. If you arrive more than 15 minutes late for an appointment, you may be asked to reschedule. If you are repeatedly late or fail to show up, without calling to notify us, we may not be able to continue to provide care to your children.

FEES & INSURANCE BILLING — Our fees are based on the complexity of your child's diagnosis and their case management needs. We use national guidelines to gauge complexity, meaning the more complex the concerns the greater the charge. We do consider the family primarily responsible for their account balance, but as a service to you we will submit charges to your insurance company. Any unpaid balance will be your responsibility. You will be required to sign our financial policy on an annual basis and pay your co-pay at the time of service.

MEDICAL INSURANCE CARDS — All families with insurance will be required to bring their current insurance card with them to the visit. This includes commercial and Medicaid cards.

TERMINATION — Our office reserves the right to terminate care. We have terminated care due to failure to pay your bill, not keeping or canceling appointments, or non-compliance with the physician's prescribed course of treatment.

BILINGUAL SUPPORT SERVICES — We have a number of staff who speak Spanish. If you need help with other languages or sign language, please let us know and we will make every effort to ensure your needs are met. Salem Pediatric Clinic has access to resources to support hearing impaired parents or patients and can provide interpretation for other languages with our Interpreter services.

Welcome!

At Salem Pediatric Clinic, our providers are happy to work with children and young adults as their partner in health.



Salem Pediatric Clinic

2478 13th Street SE · Salem, Oregon 97302

503-362-2481 · SalemPediatricClinic.com

SEEING MY PRIMARY CARE PHYSICIAN —

Every effort is made to schedule your child with his or her primary care physician, however there may be times when we are unable to accommodate this request. This could occur after hours, on weekends or on holidays. At all times your child will see a competent and qualified pediatrician.

PHYSICIANS AND SURGEONS

SARAH D. WRIGHT, M.D., graduated from Penn State University Medical School in 1980. She completed her residency and a Fellowship in Adolescent Medicine at the University of Washington. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. Dr. Wright joined the Salem Pediatric Clinic in 1985. She is married and has a son.

WARREN L. GRIFFIN, M.D., obtained his MD from the University of Alabama in 1992. After completing his residency at the University of Utah, he worked in Salt Lake City before joining Salem Pediatric Clinic in 1996. Dr. Griffin is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. He is married and has a daughter and a son.

MELANIE A. RONAI, M.D., graduated from Oregon Health & Science University in 1991 and completed her residency at the Children's Hospital in Oakland, CA. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. Dr. Ronai joined Salem Pediatric Clinic in 1997. She is married and has a son and a daughter.

VINCENT J. KOLETAR, M.D., obtained his MD from the University of Nevada and completed a pediatric residency at Oregon Health & Science University. He then served as a Pediatrician for the U.S. Naval Hospital, Guantanamo Bay, Cuba prior to joining Salem Pediatric Clinic in 1999. He is board certified and is a Fellow of the American Academy of Pediatrics. Dr. Koletar is married and has three daughters and a son.

N. JOANNE HYNDMAN, M.D., received her BA in Biology from Reed College and her MD from Oregon Health & Science University in Portland, OR. She completed her residency in Pediatrics at the University of Arizona. Dr. Hyndman had been working as a civilian Pediatrician at Holloman Air Force Base in New Mexico before joining Salem Pediatric Clinic in 2003. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. She is married and has two daughters.

JENNIFER E. WIRSIG, M.D., attended Pomona College in California where she received her BA in Biology and then graduated from Oregon Health & Science University in Portland, OR. She completed her residency at Washington School of Medicine in St. Louis, MO. After returning to Oregon from Missouri she began her practice at Salem Pediatric Clinic in 2003. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics.

SUZANNE M. BAILEY, M.D., a native of Salem, obtained an Undergraduate in Biology at Seattle Pacific University before earning her medical degree at OHSU in 2009. She completed her Pediatric and chief residency at the University of Utah. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. Dr. Bailey joined Salem Pediatric Clinic in 2013. She is married and has three children.

ANDREA Z. STOUT, M.D., received her Bachelors degree from Washington University in St. Louis before obtaining her medical degree at the University of Minnesota. She completed her Pediatric residency at the University of Utah. Dr. Stout is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. She joined Salem Pediatric Clinic in 2013. She is married with three children.

ELIZABETH L. KING, M.D., graduated from the Medical University of South Carolina and completed her residency at Vanderbilt Children's Hospital where she was also a member of the faculty for five years. She practiced in Tallahassee, FL for nine years before joining Salem Pediatric Clinic in 2013. Dr. King is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. She is married and has two sons.

POLLYANNA LAM, D.O., graduated from Midwestern University in Downers Grove, IL and completed her pediatric residency at Mount Sinai Children's Hospital in Chicago. She is board certified and is a Fellow of the

American Osteopathic Board of Pediatrics. Dr. Lam joined Salem Pediatric Clinic in 2015. She is married and has a daughter and two dogs.

THU VU, M.D., graduated from Louisiana State University School of Medicine in New Orleans and completed her pediatric residency at Seattle Children's Hospital. She is board certified and is a Fellow of the American Academy of Pediatrics. Dr. Vu joined Salem Pediatric Clinic in 2016. She is married with two daughters.

KARI CARSTENSEN, M.D., obtained her MD from Loma Linda University in California and completed her residency at the University of New Mexico. She is board eligible and is a Fellow of the American Academy of Pediatrics. Dr. Carstensen joined Salem Pediatric Clinic in 2016. She is married and has one son.

RACHAEL M. HIEBERT, M.D., graduated from Loma Linda University in California and completed her pediatric residency at the University of Oklahoma. She is board certified in Pediatrics and is a Fellow of the American Academy of Pediatrics. Dr. Hiebert joined SPC in 2017. She is married with four children.

PHYSICIANS ASSISTANTS

HALIE J. GOFFRIER, PA-C, graduated from Pacific Lutheran University with a major in Biology and a minor in Psychology in December of 2000. She completed her MS in Physician Assistant Studies at Oregon Health & Science University in August of 2004. Halie joined Salem Pediatric Clinic in 2006. She is married and has a daughter and a son.

CHELSEA Z. ROBERTS, PA-C, attended Linfield College where she obtained a BA in General Sciences in 2004. She completed her Masters degree in Physician Assistant Studies at Oregon Health & Science University in 2009. Chelsea joined Salem Pediatric Clinic in 2010. She is married with two daughters.



Salem Pediatric Clinic