

OUR PHILOSOPHY

Children are not merely "small adults". In many important biological and psychological ways children are different. This impacts the very fundamentals of care. Pediatricians and pediatric sub-specialists devote their entire training and careers to the study and care of children. They have extensive knowledge of childhood disease and sensitivity to a child's psychology. Because of this, they are uniquely qualified to deliver medical care to this age group. No other kind of medical provider can match the quality of care they will provide. The same is true of pediatric hospitals dedicated solely to children. It is therefore our policy to admit only to pediatric institutions and refer to only the best and most up to date pediatric sub-specialists. We follow the guidelines and recommendations provided by the American Academy of Pediatrics (AAP) and by providing evidence-based care.

OFFICE HOURS & APPOINTMENTS

Mon-Thurs 7a-7p

Friday 7a-5p

Sat 8-12

Sun 9-12

Office hours are by appointment only. We have regular day, evening, & weekend hours. Our policy is to see every sick child the same day - when you call during office hours. For non-urgent questions or concerns, our providers can be reached through the MyChart portal.

Those arriving more than 10 minutes late for a non-urgent visit may be rescheduled.

INSURANCE/FINANCIAL POLICY

We contract with most insurances, and submit directly to nearly all carriers*. Parents are responsible for all office charges, and payment is expected at the time of service**. Unpaid balances are billed monthly. We accept all major credit cards, and online payments are available on our website.

Our billing staff is available to help you register for Mass Health or New Hampshire Healthy Families as appropriate***

OUR PATIENTS

We see established patients through the age of 21 years. We do not accept new patients older than 16 years.

JOINING THE PRACTICE

Before your first visit with us, please have your past medical records sent to our office. Then call our front desk to schedule a new patient appointment.

EMERGENCIES & AFTER-HOURS

Genuine emergencies fall into the categories of problems with breathing, bleeding, or consciousness. In a true emergency always call 911 and be taken immediately to the nearest emergency room. After the situation has been stabilized by the emergency room, however, pediatricians and pediatric sub-specialists are the best qualified to provide definitive diagnosis and further treatment for your child.

For urgent care visits that do not require 911, call us first! One of our providers is always available -- 24 hours a day, 7 days a week -- to give advice or make arrangements for your child to be seen, either by us at the office or by an appropriate pediatric specialist at Boston Children's Hospital (BCH) or Mass General Hospital for Children (MGHfC). These institutions can be trusted to provide the highest level of pediatric medical and subspecialty care that we insist on for our patients. Existing patients should send records if seen at an outside organization. After hours, when you call our main number, it will automatically direct you to speak with the provider on call.

We provide a comprehensive Acute Illness Guide to every family (and on our website) that gives guidelines for routine illness and injury.

OUR SERVICES

As a medical home, our practice is a central resource for all of your child's health care needs. We offer...

- Wellness checkups and preventive care
- Immunizations
- Same day visits for illness and other concerns
- Coordination of care for children with special health care needs
- Behavioral health management, in-house psychologist support, and medication prescribing
- Virtual Visits
- Access to interpreter services

WELCOME TO



Children's Medical Office

A MEDICAL HOME FOR INFANTS, CHILDREN & ADOLESCENTS

36 High St,
North Andover, MA 01845
Phone: 978-975-3355

CMO WEBSITE: www.chmed.com

MyChart ACCESS: mychart.ppoc.org/CMO

Our Medical Providers

Marnie Burton, MSN, CPNP
Tina Connelly, MSN, CPNP
Emily Freeman, MSN, CPNP
Sharon Lewin, MD
Jacky Psinos, MSN, CPNP
Elana Poulter, MD
Daniel Summers, MD
Elisabeth Winterkorn, MD

Integrated Behavioral Health Providers

Dr. Donna J. Graham Ph.D.
Meghan Duchesne, LMHC

We pledge to make every effort to provide the highest quality pediatric medical care.



Boston Children's Hospital



Pediatric Physicians'
Organization at Children's



Mass General Hospital
for Children

American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

**MARNIE BURTON, CPNP****Position:** Partner, Clinical Director**Joined CMO:** 1994**Advanced Nursing Degree:** Masters in Ambulatory Pediatric Nursing and Maternal/Child Health from Boston College 1990**Education:** Duke University BA 1983**TINA CONNELLY, CPNP****Joined CMO:** 1995**Advanced Nursing Degree:** Masters Nursing Program at Northeastern University 1995**Education:** St. Anselm College BSN 1992**ELISABETH WINTERKORN, MD****Position:** Partner, Medical Director**Joined CMO:** July 2006**Fellowship:** Clinical Fellow in Child Neurology at MGHc Tuberous Sclerosis Center 2006**Residency:** Massachusetts General Hospital 2005**Education:** Cornell University Medical College MD 2002, Harvard College BA 1998**ELANA POULTER, MD****Joined CMO:** October 2010**Fellowship:** Clinical Fellow in Hematology-oncology at Nichiren Children's Memorial Hospital**Residency:** Nichiren Children's Memorial Hospital 2008**Education:** Columbia University MD 2005, BA 1999**JACKY PSOINOS, CPNP****Position:** Partner, Human Resources Director**Joined CMO:** September 2009**Advanced Nursing Degree:** Masters in Nursing at Boston College 2008.**Education:** University of New Hampshire BSN 2005**EMILY FREEMAN, CPNP****Joined CMO:** July 2018**Advanced Nursing Degree:** Masters Nursing Program at University of Florida 2004**Education:** University of Florida in Gainesville BSN 2002**DANIEL SUMMERS, MD****Position:** Partner, Financial Director**Joined CMO:** May 2010**Fellowship:** Adolescent Medicine at Mount Sinai Medical Center 2005**Residency:** NYU Medical Center 2002**Education:** University of Missouri, Kansas City – combined BA/MD 1999**SHARON LEWIN, MD****Joined CMO:** March 2021**Fellowship:** Neonatal-Perinatal Medicine 2015, Newborn Medicine at UCLA**Residency:** New York Presbyterian-Weill Cornell 2014**Education:** Stony Brook University School of medicine MD 2014, Brandeis University in 2005**Our Health Care Team includes**

Office Manager: Jodi Hunt

Billing Manager: Nicole Santoro

Medical Home Manager: Felicia Spohr

Referrals Coordinator: Linda Moran

Insurance Coordinator: Erin Milovanovic

DME Coordinator: Kara Avellan

Lead Medical Assistant: Sherry Maiorana

Integrated Behavioral Health Providers

Dr. Donna J. Graham Ph.D.

Meghan Duchesne, LMHC

MyChart Online Patient Portal

Our online portal allows you to:

- Send your provider a message
- Request Prescription Refills
- Manage your appointments
- Access you or your child test results
- Print school health forms
- Fill out pre-visit screenings
- Pay your bill and more!

Open the camera on your phone and scan to sign up today!

*Insurance plans: Aetna, Allways Health, BCBS of MA, BCBS "Blue Card Program", Cigna, Coventry, Fallon, HPHC, Humana, Multiplan, THPP ACO, Tufts Commercial, Unicare United, Tricare PPO Indemnity, NH Healthy Families, NH Medicaid.

**Please verify with your insurance prior to scheduling an appointment.

***Please contact our billing staff with any questions regarding insurance, including assistance for uninsured patients. Call the main number and ask for the billing department.