



Nurturing growth in every child—physically and emotionally.

A Patient Centered Medical Home

Looking for a Place to Call Home

Welcome to *Twickenham Pediatrics*.

We are delighted you've chosen us to partner in your child's care and look forward to building a long, healthy, and trusting relationship with your family.

Our Approach to Pediatric Care

Our physicians are extensively trained in the care and treatment of infants, children, and adolescents. Through preventive services such as anticipatory guidance, immunizations, and wellness screenings, we work to keep your child healthy and to prevent illness whenever possible.

We are committed to practicing scientific, evidence-based medicine, guided by proven research and clinical standards. Accordingly, we follow the **immunization schedule recommended by the American Academy of Pediatrics (AAP)** to ensure the highest level of safety and effectiveness for every patient.

Committed to Quality: A Recognized Patient-Centered Medical Home

At Twickenham Pediatrics, our patients are more than just a number. We continually strive to enhance the quality of our care, accessibility, and overall patient experience.

We are proud to announce that Twickenham Pediatrics has achieved Patient-Centered Medical Home (PCMH) accreditation through the National Committee for Quality Assurance (NCQA). This nationally recognized distinction reflects our ongoing commitment to providing coordinated, compassionate, and comprehensive care tailored to each child's unique needs.

Resources We Want You to Know About:

Healthy Children – website for parents from the American Academy of Pediatrics (AAP)
www.healthychildren.org

CDC – has the CDC Milestone Tracker that we use for development www.cdc.gov

What Is a Patient-Centered Medical Home?

The Patient-Centered Medical Home (PCMH) model emphasizes comprehensive, continuous, and coordinated care designed to improve health outcomes and patient satisfaction. Its core features include:

- **Patient-Centered Care:** A true partnership between practitioners, patients, and families ensures that every child receives the education and support needed to make informed health decisions.
- **Comprehensive Services:** A dedicated care team meets each patient's full range of health needs, including preventive care, wellness, acute care, and chronic condition management.
- **Coordinated Care:** All aspects of healthcare—from specialist visits and hospital stays to home health and community resources—are organized to ensure seamless communication and continuity.
- **Accessible Care:** We make care easier to access through shorter wait times, after-hours availability, 24/7 phone or electronic communication, and secure health technology tools.
- **Commitment to Quality and Safety:** Our team continually evaluates and improves our care through data-driven quality initiatives, technology, and open collaboration with families to support informed, confident healthcare choices.

Meet Our Physicians

Dr. Muriel A. DeSimone grew up in Las Vegas, Nevada, and relocated to Huntsville in 2014. She earned her Nursing Degree and Bachelor of Science in Biology from the University of Nevada, Las Vegas, where she also worked as a Registered Nurse in the Neonatal Intensive Care Unit (NICU). She received her Doctor of Medicine from the University of Nevada School of Medicine in Reno and completed her pediatric residency at the University of Nevada School of Medicine Affiliated Hospitals, including Las Vegas University Medical Center and Sunrise Children's Hospital.

Dr. Lorie G. Dawson was born into a military family and spent her childhood in seven states and two countries, though she has always considered northern Alabama home. She earned her Doctor of Medicine from the University of Alabama School of Medicine and completed her pediatric residency at Emory University in Atlanta, Georgia. Dr. Dawson has a special interest in pediatric endocrinology.

Dr. Kelli Stringer is originally from Homewood, Alabama, and relocated to Huntsville in 2012. She earned both her Bachelor of Science in Biology and Master of Science in Health Studies from The University of Alabama in Tuscaloosa. She received her Doctor of Medicine from The University of Alabama School of Medicine in Birmingham and completed her pediatric residency at the University of Alabama at Birmingham (UAB). Dr. Stringer also served as a founding physician in the Pediatric Hospitalist Program at Huntsville Hospital for Women & Children.

They are all board certified by the American Board of Pediatrics and are Fellows of the American Academy of Pediatrics. They are dedicated to providing compassionate, family-centered care and fostering the healthy growth and development of children from infancy through adolescence.

Selecting Your Child's Primary Care Physician

We ask that each family select one of our physicians to serve as your child's primary care provider. This helps us ensure consistency and continuity in your child's healthcare.

All routine and preventive visits will be scheduled with your child's chosen physician.

Sick visits will also be scheduled with that physician whenever possible; if your primary doctor is unavailable, **your child will be seen by another member of our pediatric team to ensure timely care.**

Our Physicians Provide Comprehensive Pediatric Care:

Our pediatricians are dedicated to supporting your child's health and well-being through every stage of growth. We offer a full range of services, including:

Well-Child Visits and Preventive Care

- Routine check-ups and physical examinations
- Immunizations
- Vision screenings (ages 3 and up)
- Guidance on your child's physical, mental, social, emotional, and behavioral development
- Nutrition and physical activity counseling

Sick Visits

- Prompt evaluation and treatment of acute illnesses
- Ongoing management of common conditions

Care Coordination

- Collaboration with specialists and other healthcare providers to ensure comprehensive, coordinated care

Chronic and Behavioral Health Management

- Evaluation and treatment of common conditions such as ADD/ADHD, anxiety, and depression

Developmental and Screening Services

- Screening for autism spectrum disorder and other developmental delays
- Hearing and vision assessments

How to Help Make Your Child's Visit Go Smoothly

To ensure we can provide the best possible care for your child, please take a few moments to prepare before your appointment:

- **Share updates on your child's well-being.** Be ready to discuss how your child is doing at home, at school, at play, and during sleep.
- **Bring your main questions and concerns.** Writing them down ahead of time can help ensure we address everything that matters most to you.
- **Provide a list of other healthcare providers.** Include names, specialties, and contact information for any other professionals involved in your child's care.
- **Update us on recent medical visits.** Bring details about any specialists your child has seen or hospitalizations that have occurred since the last appointment.

Patient Portal PortalConnect

Twickenham Pediatrics, through Hello Health®, offers a secure and convenient online patient portal that allows you to manage your child's healthcare from the comfort of your home.

- This easy-to-use platform provides access to:
- Laboratory and diagnostic results
- Immunization records
- Medical summaries and visit notes
- Prescription information
- The ability to update new medical conditions or allergies
- The portal also allows parents to **schedule appointments online**—both before and after normal office hours—up to **24 hours in advance** at the following times:
 - 8:30 a.m.
 - 8:45 a.m.
 - 4:00 p.m.

- You may also **send secure messages directly to your physician** for non-urgent questions or requests. (Please note messages are reviewed only on days your physician is in the office.)
- **Physician Office Schedules:**
 - **Dr. DeSimone:** Tuesday, Thursday, and Friday
 - **Dr. Dawson:** Monday, Wednesday, and Thursday
 - **Dr. Stringer:** Monday, Tuesday, Wednesday, and Friday

⚠ For urgent requests, please call the office directly.

- **Annual Subscription**
- Access to the Hello Health® patient portal is subscription-based and billed annually as follows:
 - **\$49 per year** for one child
 - **\$89 per year** for two to eight children

Financial Policy & Accepted Insurances

We appreciate the opportunity to care for your family. To ensure a clear understanding of our financial policies, please review the following information carefully.

Financial Responsibility

- You are financially responsible for all charges associated with services rendered by our practice.
- As a courtesy, we will file claims with your insurance provider; however, you are responsible for any balance not covered by your plan.
- **Co-pays are due at the time of service.**
- Patients without insurance coverage are required to pay in full at the time of service.
- You are responsible for notifying our office of any changes in your insurance coverage **prior to your visit**. Failure to do so will result in full financial responsibility for any unpaid charges.
- All balances must be paid within **30 days** of the first statement. If you are unable to pay in full, please contact our office promptly to establish and sign a payment plan.
- Returned checks will incur a **\$30 service charge**.
- **Appointments canceled within 24 hours of the scheduled time will incur a \$25 service charge.**

Please note that our office does not determine insurance coverage or benefits—these are defined by your individual insurance plan.

Accepted Insurance Plans

We currently accept **all major insurance carriers**, including:

- Blue Cross Blue Shield (BCBS)
- Cigna
- Aetna
- UnitedHealthcare
- TRICARE Select (Please note we do **not** accept TRICARE Prime)

We also participate with:

- Christian Care Ministries (Medi-Share)

We are not Medicaid providers and do not accept Liberty HealthShare.

Office Hours & After-Hours Calls

Our phones are answered Monday through Friday, from 8:30 a.m. to 4:30 p.m.

For after-hours calls, please contact our office number. Our answering service will relay your message to the on-call physician, who will return your call as soon as possible.

⚠ In the event of a medical emergency, please dial 911 or go immediately to the nearest Emergency Room.