



OFFICE HOURS AND SERVICES

The staff of Andover Pediatrics is available 7 days a week.

Our office is open for well and sick visits as well as administrative services, such as appointment scheduling and prescription refills, Monday through Friday from 9 am - 4:30 pm.

Sick Visits: If your child is ill, we will schedule a same day sick visit. When you call the office, a nurse will contact you to discuss your child's concerns and schedule an appointment.

Walk-In Hour: On weekday mornings between 7:30 - 8:30 am, the office is open for urgent visits on a first-come, first-serve basis. We ask that this time be used for uncomplicated issues and that you call to schedule an appointment for chronic, more complex problems.

Weekends: We are open on Saturdays to see children by appointment only for both well and sick visits. A pediatrician is available for limited hours on Sunday for urgent issues. Please call the office to have your child seen on weekends.

After Hours: A staff member is available to talk with you for urgent matters after hours. Call the office number and your call will be answered by the answering service.

Routine office services: Please call the office during weekday business hours to request prescription refills, referrals and physical forms. Please allow a minimum of 48 hours for these requests.



DIRECTIONS

We are located at Doctor's Park I, 140 Haverhill Street in Andover.

Off Route 495: Take Exit for Rt.114 toward North Andover. Turn right on High Street, Boston Market will be on your right. Follow for 1/4 mile. Turn right into Doctor's Park.

Off I-93: Take exit for Rt.133 toward Andover. Follow for several miles straight through three sets of lights. Turn left into Doctor's Park before fourth set of lights.

WELCOME TO ANDOVER PEDIATRICS



Parents have entrusted their child's medical care to us for over 30 years. We look forward to working with you to promote your child's health and well-being.

Robert Nelken, MD, FAAP
Kathleen Devaney, MD, FAAP
Kenneth Chan, MD, FAAP
Elizabeth Pritchard, MD, FAAP
Nancy Hurley, MD, FAAP

Grace Clancy, APRN,BC, IBCLC
Sarah Robinson, CPNP

140 Haverhill Street
Andover, MA 01810
(978) 475-4522

www.andoverpedi.com

OUR PRACTICE

Andover Pediatrics has been serving the children and families of the greater Andover area since the early 1970s. Our office has grown over the years and we now have a staff of 5 board certified pediatricians, 2 pediatric nurse practitioners as well as a terrific staff of nurses, medical assistants and administrative personnel.

Our mission is to provide the best possible medical care for children and adolescents to give support, advice and information to their families and to do so in a warm and courteous manner in a safe, child-friendly environment.



Our new modern office space features 14 exam rooms. We use electronic medical records making all of your child's medical information readily available to us. Laboratory services are available in the building and x-ray facilities are located just up the street.

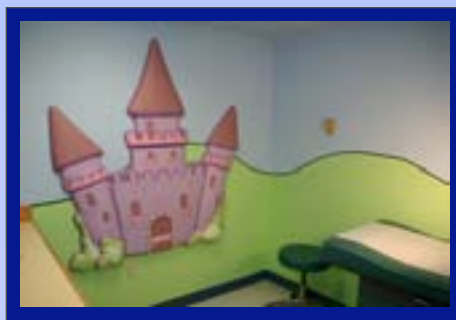
HOSPITAL AFFILIATIONS

Our pediatricians have staff privileges at the two local hospitals, Lawrence General Hospital in Lawrence and Holy Family Hospital in Methuen. We send our patients there for urgent and emergency room care and have admitting privileges to the in-patient units at both hospitals.

Lawrence General Hospital offers a convenient Pediatric After Hours Clinic which is available for urgent medical visits by appointment in the evening. Our staff can refer your child to be seen at the clinic if the office is already closed for the day.

Andover Pediatrics:

Your Home for your Child's Health



Resident pediatricians-in-training and nurse practitioner students from several Boston programs routinely see patients in the office under supervision. Our medical staff serves as pediatrics instructors for both Massachusetts General Hospital and New England Medical Center training programs.

REFERRALS

For children that require the expertise of a pediatric specialist, our staff can refer you locally or to one of the tertiary centers in Boston including the Children's Hospital of Boston, Floating Hospital for Children at New England Medical Center or Massachusetts General Hospital for Children. We will work with you to select a specialist that is appropriate for your child's concerns.

NEW ARRIVALS

Newborns who are born at either LGH or HFH will be seen by our pediatricians daily. Both hospitals have a Level II Special Care Nursery which is supervised by a neonatologist for more complex newborn care. At discharge, the doctor will advise you when to schedule the baby's first office visit.



BECOMING A PATIENT

All of our providers are accepting new patients. We are participating providers in most private HMO's and PPO's in Massachusetts. Please call to speak to Diane Alie, our practice manager, with any specific questions regarding insurance coverage.

Newborn patients born locally should notify hospital staff that you have selected Andover Pediatrics as your pediatrician. Parents delivering their babies out of town should call the office when returning home. Older children transferring into the practice should arrange for their medical records to be sent to Andover Pediatrics.

Our office is committed to protecting the privacy your child's health information. A copy of our health privacy policy is available.

WHY ANDOVER PEDIATRICS?

Our greatest asset is our personable staff. Our office staff is friendly and helpful. Parents take great comfort with the advice and genuine care of our nursing staff. Our pediatricians and nurse practitioners take great pride in working with families through both health and illness to promote healthy children throughout their life.

LACTATION CONSULTATION

We aim to provide support and education for families who breastfeed their newborns and infants. We have certified lactation consultants on staff who are available to assist with breastfeeding difficulties both over the phone and in the office.