



JELLYBEAN PEDIATRICS, LLC

Communication & Access Policy

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At Jellybean Pediatrics, communication is an important part of your membership. Most concerns can be addressed through secure messaging, phone calls, telemedicine visits, or house calls when clinically appropriate.

This policy is intended to help families understand how communication works within the practice and how to access care safely and effectively.

How to Reach Me

The best way to reach me for most questions is through secure messaging.

Examples include:

- Minor illnesses
- Medication questions
- Follow-up questions
- Feeding, sleep, developmental, or behavioral concerns
- School, sports, or activity-related questions
- Care coordination needs

Phone calls, telemedicine visits, and house calls may be recommended when additional evaluation is needed.

During Business Hours

Messages received between 8:30 AM and 8:30 PM are reviewed throughout the day whenever possible. Response times vary depending on patient care responsibilities, travel for house calls, and other clinical demands, but I strive to respond the same day whenever possible.

Response times may vary depending on patient care responsibilities, travel for house calls, and other clinical demands, but I strive to respond promptly.

After Hours

If your concern cannot safely wait until morning, please call rather than send a text message.

On select evenings, weekends, and holidays, calls may be answered by an experienced pediatric nurse using established pediatric triage protocols.

Families will be notified of scheduled coverage periods.

Text messages received after 8:30 PM will generally be answered the following morning. If your concern cannot safely wait until morning, please call rather than send a text message.

Prescription Refills

Prescription refill requests occurring after hours should be made by text and will be submitted the next morning.

Emergencies

Jellybean Pediatrics does not provide emergency medical services.

Call 911 or seek immediate emergency care for life-threatening concerns.

Emergency care should never be delayed while attempting to contact Jellybean Pediatrics.

Communication Expectations

To help provide safe and effective care:

- Please provide complete and accurate information.
- Please keep your contact information current.
- Please understand that some concerns require an in-person evaluation, urgent care visit, emergency care, laboratory testing, imaging, or referral to another healthcare professional.

- Please avoid using electronic communication for emergencies.
- Please communicate respectfully with all members of the practice team.
- Direct physician access is one of the benefits of your membership. Please use messaging thoughtfully and for medically appropriate questions so that timely care can be provided to all families.

Persistent misuse of communication services or abusive or inappropriate interactions may result in termination of membership as outlined in the Membership Agreement.

Jellybean Pediatrics reserves the right to modify communication processes, coverage arrangements, and practice workflows as the practice grows and evolves. Updated versions of this policy may be provided periodically.