



Ashe Pediatrics

Little extras make a big difference for quality pediatric care

Ashe Pediatrics provides ideal pediatric medical services, but the practice also goes above and beyond to help patients and their parents feel more comfortable. For example, says Pediatric Nurse Practitioner and Owner Sheila Driver, "We know all the kids' names and their siblings' names." Each exam room is decorated specifically for kids; including themes like Mickey Mouse, Winnie the Pooh, and princesses, just to name a few. The office has a total of eight exam rooms, including a new baby room for nursing mothers. "The décor helps patients feel at home," explains Driver.

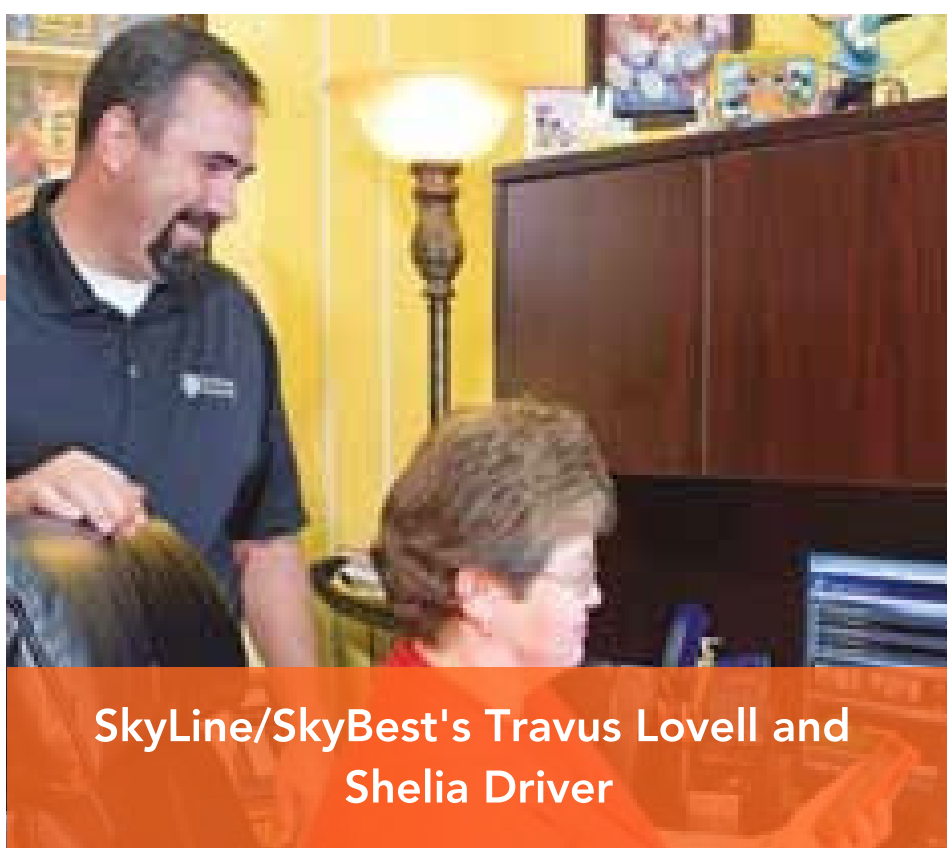


Ashe County Ford in Downtown West Jefferson

Caring for Patients and Parents

Ashe Pediatrics offers a sick walk-in session each weekday between 8:00 and 9:00 a.m., with no appointment needed. Driver says, "This way, parents can decide what they need to do for the day." When parents call after hours, they don't get an answering service; they get Driver's mobile phone number. In addition, Ashe Pediatrics performs testing and screening tools that other offices in the area might not, including a (PFT), ADHD Quotient testing, developmental, emotional and behavioral checklists. Some of these screening tools are specifically targeted for mental health issues. "Not only do we care for the physical care of the child, but for the emotional being of the child as well."

The practice has achieved Certified Medical Home, Level 3, which is the highest level for Blue Cross/Blue Shield. Driver tries to help patients, who are aged 0 to 22, to understand how to take care of their illnesses and also how to prevent them the next time around. She and her staff strive to make patients feel welcome and not rushed. The practice never turns any patient away and tries to keep them out of the emergency room as often as possible.



SkyLine/SkyBest's Travus Lovell and Sheila Driver

The office has been in business for a little over five years and has nine employees: Driver herself; her husband Allen, who serves as Chief Financial Officer; an office manager; a receptionist; and five medical assistants. Driver decided on a medical career because she loves kids and used to feel helpless during emergencies, wanting to be able to help. She loves watching the kids grow up.

Keeping the Office Safe and Secure

To maintain security within the practice, Ashe Pediatrics has used Total Connect from SkyBest for nearly two years. Driver comments, "This service offers great security for us. We don't have controlled substances in the office, but we do have vaccines worth a lot of money in the refrigerator at any given time. We also have 20-plus computers with a server that includes all of our patient data. Anyone seeing the security cameras is not likely to come in and steal. In addition, the cameras help protect the staff in the parking lot as they arrive and leave each day. I can view what's going on in and around the office any time I'm not there."

The office also recently had a new ESI phone system installed by SkyLine/SkyBest with new features, including a headset that allows the front desk receptionist to move around throughout the office. The new system also includes programmable frequently-used phone numbers, efficiency features and a more modern look.

Strategic Sales Supervisor Brent Keith notes, "Sheila Driver and all of the folks at Ashe Pediatrics work hard for our community. Knowing they needed a system that could keep up with their demanding communications needs, SkyLine/SkyBest installed the latest digital/IP system available from ESI. This new business system equips them with the tools to keep their office running smoothly, both now and in the future."

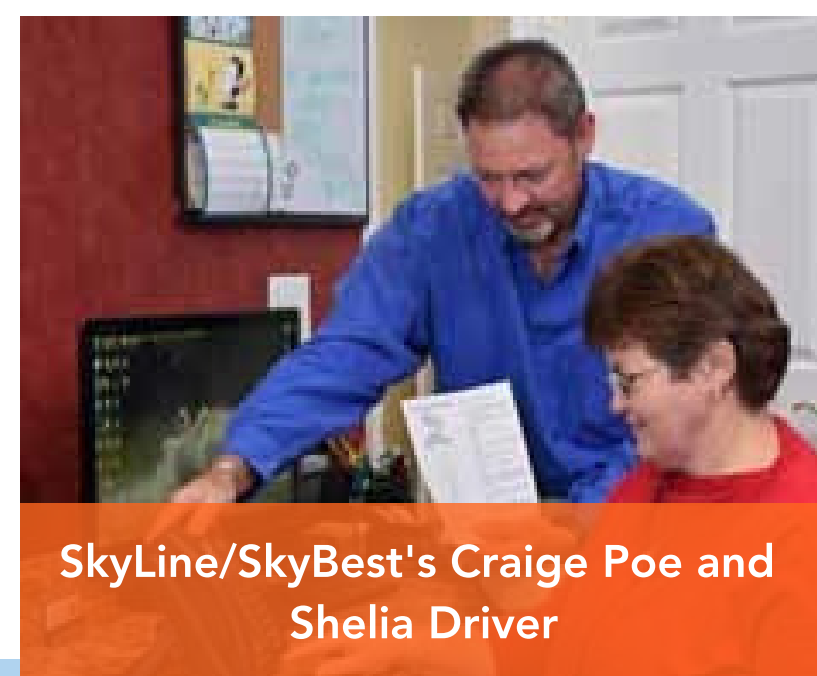
Ashe Pediatrics also has fiber Internet service from SkyLine/SkyBest. "Our fiber-optic network provides the fastest speeds of Internet available in the area—up to 1 Gbps," Keith says.

"The staff is always really nice. They listen and help us in any way they can."

- Sheila Driver, PNP and Owner, Ashe Pediatrics

Enjoying Peace of Mind

Driver notes that the service from SkyLine/SkyBest has been excellent. She adds, "The staff is always really nice. They listen and help us in any way they can. I also have their Internet service at my home." Office Manager Pam Roark adds, "If we have any kind of problem at all, we call and help from SkyLine/SkyBest is here immediately. We have their mobile phone numbers, so we know we can reach them whenever we need to. They always stick around to make sure everything is working and go over questions with us."



SkyLine/SkyBest's Craig Poe and Sheila Driver

Travus Lovell, Senior Security Technician for SkyLine/SkyBest, shares some additional benefits of Total Connect: "It records events and lets the owners know who's there after hours. It sends email notification and the owners can disarm the security system for authorized personnel to gain access to the office. Customers who use this service most appreciate that they can arm or disarm the system from anywhere, using their phone. It's easy to install, with no wires involved. It gives them peace of mind."