

WIC also supports moms who wish to breastfeed. Teaching and support come from a board-certified Lactation Consultant, breastfeeding peer counselors, and certified breastfeeding educators. Breastfeeding counseling services are free.

If your child has a growth delay, develops obesity, diabetes or other problems related to nutrition, the medical provider can refer your child to WIC for medical nutrition therapy.

Nursing Services for Children

Newborn Home Visit:

When you come home from the hospital with your baby, a public health nurse can visit you at home to check your baby. She will talk with you about how to take care of your baby, answer questions, and talk about important topics such as preventing *Sudden Infant Death Syndrome* and *Shaken Baby*. This visit is a routine part of the care for pregnant women at the Health Department. Moms who did not get pregnancy care from the Health Department can ask for a newborn home visit before they leave the hospital.

Care Coordination for Children (CC4C):

A young child with special health problems or risks for physical or mental disabilities may need special services. Under CC4C, a public health nurse can assess a child's needs, provide education, support and resources to help. CC4C is for children from birth to five years who live in Henderson County, at no cost to the family. If you think your child needs this service, ask your medical provider for more information.

School Nurses:

Every public school in Henderson County has a school nurse assigned to it. The school nurse works with a child's medical provider to make health plans for children with chronic medical conditions, such as asthma or diabetes. These plans help prevent children from missing school. The nurse may receive referrals from parents, school staff, or any medical provider in the community including the Health Department. School nurses also review vaccine records, and may offer programs in the school to be sure that children can receive the vaccines they need.

If the Health Department is Closed

Even when we are closed, we still provide care. Our medical director and the physicians from the Hendersonville Family Health Center are available to take phone calls or admit to Pardee hospital when needed. To talk to a doctor after hours, call the Pardee Hospital switchboard at **696-1000** and tell them your child is a patient of the Health Department. The doctor will return your call as soon as possible.

Hospitalization and Emergencies

Hospital care for newborns and sick children will be provided by the physicians of the Hendersonville Family Health Center. Even though your child will be seen by them in the hospital, the follow-up visit will be with us.

If your child is seen in the Emergency Department or Urgent Care Center, and you are asked to follow-up with your provider, please call us the next day we are open to set up this visit.

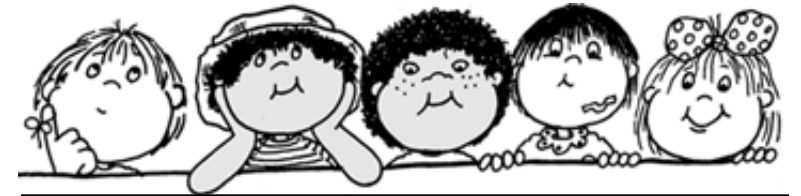
**If you have a true medical emergency,
call 911 for help.**

Important Phone Numbers	
Who	When
Henderson County Dept. of Public Health 692-4223	To make an appointment or speak to a nurse, M-F 8:00 a.m. - 4:30 p.m.
Pardee Hospital 696-1000	If the Health Department is closed and your child is sick, and you need to talk to a doctor.

Henderson County Department of Public Health
1200 Spartanburg Highway • Suite 100 • Hendersonville • NC • 28792

Child Health Services - revised 01/2023

Child Health Services



Welcome! Thank you for choosing the Henderson County Department of Public Health as your child's medical home. We look forward to caring for your child. Our Child Health Services include:

- Primary care age newborn to 21 years for Henderson County residents
- Sick visits
- Physical exams
- Behavior problems, depression, and other concerns
- Attention Deficit/Hyperactivity Clinic
- Vaccines to prevent diseases
- Breastfeeding support
- Nurse services

...and more

Clinic Hours

Our hours are Monday through Friday (except for holidays), 8:00 a.m. to 4:30 p.m., with extended hours available on Monday evenings. We close the third Wednesday morning of each month for staff training. Call 692-4223 or visit www.hendersoncountync.org/health for changes or closings.

Scheduling A Visit

To schedule an appointment for your child, please call 828-692-4223 and choose option 3. If you need to change or cancel an appointment, please notify us at least 24 hours in advance if possible. You can leave a message after hours at 828-692-4223 ext. 6502.

When Your Child Is Sick:

Call us in the morning to make an appointment for that day. Ask for the doctor or provider you prefer. Some days the schedule fills quickly, so call early, at 8:00 AM. You may have to wait on hold for a few minutes—don't hang up. If our schedule is full and we can't see your child that day, ask to talk to the clinic nurse. She will help you decide if your child's problem can wait or needs care now.

Sometimes, we may tell you to take your child to an Urgent Care Center or an Emergency Department. Some health insurances ask for approval before you can be seen at these places, and our nurse can help get that o.k.

Physical Exam Visits:

Please call in advance to be sure that you get the time and day that you need. You can call up to a month ahead of time to schedule a well visit. Ask for the doctor or provider that you prefer.

Physical Exams for Children

We provide a complete history and physical exam on your child on a regular basis. Routine exams include age **2 weeks** then age **2, 4, 6, 9, 12** and **18 months**, then **annually beginning at age 2 years**. At each visit, we look at your child's growth and skills, discuss health concerns, and screen for health problems.

We also offer physical exams for Day Care, Kindergarten entry, Dental pre-op, Sports, and Camp. At those visits, we will complete the special form given to you for this exam. **Please bring the form with you and have the "parent part" filled out.**

Follow-up Visits and Referrals

A child who has a health problem may need more tests, follow-up visits, and/or referrals. We will schedule these for you. We will get insurance approval when required. Referral appointments take time to make, so we may have to call you later. **We must have your correct phone number and address where we can reach you to tell you the appointment time and day.** Please tell us when you have any change in your phone number and/or address.

We depend on you to keep appointments for your child. If you cannot keep an appointment, please call ahead to cancel and/or reschedule to a better time. **If you don't show up for a referral visit, that office may not see you again.**

Vaccines ("Shots")

Vaccines prevent your child from getting sick with contagious or severe infections. They are also safe and effective. **North Carolina state law requires that your child have certain vaccinations at specific ages.**

Most vaccines will be given to your child at the well-baby visits up to age 2 years with boosters given at age 4 or 5. More vaccines are needed at age 11-12 and again before college entry. Your child should also have the Influenza vaccine every fall beginning at age 6 months.

If your child is ill or can't have a vaccine during your well-baby visit, then bring your child to our Immunization Clinic. No appointment is needed at this clinic.

Reach Out and Read

During the infant, toddler, and preschool years, we will give a book to your child at each well visit. We encourage you to read to your child because it develops strong language skills and is fun for you and your child.

Many of our books are in both English and Spanish. The national program that provides these books is called *Reach Out and Read*®, and it is partially funded by a local grant.

Behavioral Health

If your child has behavior problems, depression, anxiety, excess fears, or has been through a traumatic event, our Behavioral Health Counselor is here to help. She works with children and families to find ways to change behaviors or to handle with stressful events. She can also help parents who have depression or another mental illness to limit the effects your illness can have on your child.

Your medical provider may recommend or refer your child to our counselor for issues found during a visit, or you may ask to visit with the counselor yourself. The medical providers believe it is important for parents to use this help for the mental health needs of their child.

AHDH Clinic (Attention Deficit Disorder with or without Hyperactivity):

ADHD is a brain condition that makes it hard for a child to focus on tasks and control their behaviors. Some children have ADHD along with other problem behaviors or medical problems. If a parent, teacher, or someone else close to a child suspects ADHD, the child can be tested. Treatment helps the child to focus attention to learn while in school and stop the negative social effects from ADHD.

The ADHD clinic includes visits with a medical provider and a psychologist to diagnose and treat this condition. ADHD is a chronic condition, and must be managed over time.

Nutrition Services

Your child may qualify for WIC (Women, Infants, and Children), a program that helps pregnant women, new mothers, and young children. WIC nutritionists help you and your child make healthful food choices that will support your child's growth. If you qualify, **WIC can give you a voucher (like a debit card) that you use to buy nutritious food.**