



Mike Jordan, M.D.
Jessica Smith, M.D.
Ellyn Theophilopoulos, M.D.
Cary Aungst, M.D.
Board Certified Pediatricians

Jennifer Hammond, A.R.N.P.
Leah McCormack, A.R.N.P.
Rosie Rodriguez, D.N.P.

Welcome to East Lake Pediatrics!

Our mission at East Lake Pediatrics is to provide outstanding pediatric care that is personalized to the needs of our patients.

We know that choosing the right pediatrician is an important decision for parents when considering the health and well-being of their child. For this reason, our office is designed for individualized pediatric care and services.

Our staff is committed to the health care of all our patients. We enjoy working with children and are well trained in healthy childhood growth and development as well as childhood illnesses.

Our health care teams are led by Board Certified pediatricians Mike Jordan, Jessica Smith, and Cary Aungst and Advanced Registered Nurse Practitioners Jennifer Leal, Leah McCormack, and Rosie Rodriguez. Together, the providers along with our nurses, medical assistants, and front office staff form the care team to provide efficient and optimal health care for our patients. We have 3 offices located in Palm Harbor and Trinity and utilize electronic medical records to streamline access to our providers and patient records. We encourage our families to choose a personal clinician to lead the care of their children to facilitate continuity of care and communication between the care team and the family. Our goal is to be the medical home for our patients which will offer team based care that fosters a partnership between our practice and our patients by utilizing evidence based guidelines and coordinating care between our providers and other members of our patient's health care team. Utilizing this team-based, our health care teams provide optimal care for every aspect of our patient's health. This includes communicating with specialty physicians along with coordinating any therapies necessary to facilitate growth and development as well as maintaining sound mental health by assisting with access to mental health providers as needed.

The patients, families and caregivers are vital part of the care team as well. We are hopeful that our families become active participants in the care of their children and facilitate maximizing the care we provide by keeping their appointments, arriving on time, and providing 24 hours' notice for any appointment changes. In addition, it is also vital that our caregivers assist our patients in maintaining adherence to our treatment plans and follow up with subspecialist and therapy referrals.

Our Trinity location is open 8 AM to 5 PM Monday through Friday. While our two offices in Palm Harbor are open 8 AM to 5 PM Mondays, Tuesdays, and Fridays and 8 AM to 6 PM on Wednesdays and Thursdays. We utilize an open schedule that maximizes our ability to accommodate same day appointments. Each day each provider has a limited number of well-child visits that may be booked in advance. The rest of the appointment slots are allocated for acute care visits. Some appointment slots may only be made on the day of service. This open scheduling allows us to accommodate for all types of appointment requests and allows for our patients to have the greatest access to our care.

We have a nurse assigned to answer health questions during the day and all questions will be answered in a timely fashion. In addition, we have a patient portal where non-urgent nursing questions as well as appointment requests, billing concerns/payments and other miscellaneous



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questions can be submitted. All form requests such as shot records, Florida State Health forms (the "blue and yellow" sheets), sports participation forms, WIC forms etc. must be made via the portal.

If there is an emergency after hours, our providers are available for phone consultations. At 5:00 pm our phone lines are rolled over to the answering service. In the event of a medical emergency that occurs after our offices are closed, our providers may be reached by calling our office phone #727-372-6760. This will connect you to our answering service who will then page the provider on-call. The providers will return the call within 30 minutes. The caller must be able to receive calls from a blocked phone number to receive a call back from the provider on call. This service is for emergency's only and should not be used for routine matters such as refill requests, appointment changes, chronic and non-urgent matters or other office/billing issues. These concerns should be addressed during regular business hours.

In the event that one of our patients needs to be seen when our office is closed, our preferred after hours facilities are as follows:

After Hours Pediatrics

Located in: East Lake Woodlands

Address: East Lake Woodlands, 3450 E Lake Rd S, Palm Harbor, FL 34685

Hours: M – F 5 – 11PM Sat, Sun, Holidays 1–11PM

Phone: (727) 789-8887

Mease Countryside Emergency Department

Located in: Safety Harbor

Address: 3231 N McMullen Booth Rd, Safety Harbor, FL 34695

Phone: (727) 725-6111

St. Joseph's Children's - Steinbrenner Emergency/Trauma Center

Located in: Tampa

Address: 3001 W Doctor M.L.K. Jr Blvd, Tampa, FL 33607

Phone: (813) 870-4342

Johns Hopkins All Children's Hospital

Located in: St. Petersburg

Address: 501 6th Ave S, St. Petersburg, FL 33701

Phone:(727) 898-7451.