



PLAZA FAMILY CARE: Caring for Families

By Vicki Andersen

Plaza Family Care opened its doors as a pediatric practice in 1973 in Hackettstown. The founders, Dr. Allen Menkin and Dr. Ann Falbo, envisioned a practice that would provide a gold standard of care for pediatric patients and their families.

More than 45 years later, Plaza Family Care has two offices with four board-certified pediatricians and three board-certified internists who provide care for both children and adults. Plaza Family Care is one of the largest group practices providing medical care to families in and around the communities of Hackettstown and Chester. Patients come from as far away as Pennsylvania and Sussex County for care.

"We provide care towards pediatrics and internal medicine, from babies all the way up to senior citizens. We are now working on three generations of families in some cases," says Practice Administrator Joseph Nocilla, Jr.

What began as a practice focused on serving families with children then grew naturally to include caring for adult family members too. The practice is successful due to its professionalism and its convenience for families. With two offices, coverage is provided seven days a week including weekends and some holidays.

"People get sick when they get sick, it doesn't necessarily follow a schedule," says Business Manager Ellen Meyer.

Plaza Family Care opened its Chester office in 2000. Pediatrics in Chester is open on Mondays, Tuesdays, Thursdays and Fridays with Monday hours until 8 p.m. Additional hours are available in the Hackettstown office. The internal medicine practice in Chester is open Monday through Friday with later evening hours on Tuesdays and Thursdays also with additional hours provided in the Hackettstown office. Doctors rotate between offices so you can see your doctor most any day.

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What sets Plaza Family Care apart from other providers is the fact that it is professionally managed. This allows the doctors to devote all of their time to providing excellent medical care without the worry of managing a business as well. With professional management, the practice does not operate in the same way a traditional medical office might. Support staff at Plaza Family Care are cross-trained to work all positions in the office. Each staff member can do patient registration, answer calls in the call center and greet patients. They can also work on billing, schedule appointments and check out patients after their visits. Nurses in the practice are also cross-trained and can work in either pediatrics or in internal medicine. Having everyone trained to work in multiple capacities means that even if a staff member or two is out, it does not impact the quality of care for patients. This cross-training of staff makes Plaza Family Care unique.

It is not uncommon for staff members to stay at Plaza Family Care for 10 years or more, thus ensuring when you come to visit the doctor, you will also recognize the staff and feel part of a family of caregivers. Both offices strive to provide a friendly and respectful environment for both their patients as well as their staff.

In Chester, there are separate offices for pediatrics and internal medicine. The pediatric waiting rooms are separated into sick versus well children so as not to transmit germs to newborns or healthy children. In Hackettstown, both pediatrics and internal medicine are combined into one large office with three separate waiting rooms. Adult internal medicine patients have one waiting area, while sick children are separated from well children in two separate waiting areas.

More information on Plaza Family Care can be found at www.pfcmd.com or by calling 908-850-7800.



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Patrick A. Caruso, MD
Adam M. Dick, MD
Melissa Libert, DO
Kristen Walsh, MD
Jim Chang, MD
Lillian Theune, DO
Unnati Tailor, DO

657 Willow Grove Street, Suite 401
Hackettstown, NJ

245 Main Street
Chester, NJ 07930



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