

When other pediatricians turned her away, new mom Jessica Farron found a pediatrician who listened.

Seven months pregnant with her first child, Jessica Farron of San Francisco was finding it nearly impossible to find a pediatrician.

Not only did she want to find someone she liked, she wanted to meet the pediatrician before her baby was born. Like any pregnant woman, she had a list of questions about how to care for her baby. Top of her mind however, was the European vacation she and her husband Matt were planning to take with their new baby in just a few months.

After calling well known, respected pediatricians recommended by other moms and her ob/gyn, Jessica was shocked at their responses. “*We’re not interested in talking to you until your baby is born,*” she recalls them telling her.

Then over lunch one day, Jessica’s friend told her about Dr. Steven Martel, a pediatrician with Discover n1Health who she had been taking her children to for more than 4 years. “He will change your life,” she told Jessica.

So after a quick call, Jessica was in Dr. Martel’s office within hours where the two chatted about breastfeeding, sleep schedules and Europe. “He answered a ton of questions that no one would give me the time of day on.”

Pediatricians who provide care for both baby and mom

Just a few days later, Jessica’s daughter was born around midnight. And by 7:30am the next morning, Dr. Martel was at the hospital ready to answer questions, address her concerns and teach her the correct way to swaddle. “I felt like I could talk to him for 2 hours if I wanted to.”

After they were discharged, Dr. Martel made daily visits to their home to check on Jessica’s baby who was slightly jaundiced. He even offered to come back on the weekends if it was necessary.

In the early weeks, Dr. Martel also talked to Jessica about postpartum depression and made sure she was adjusting to motherhood. Although the first three months would be hard, he told her that if she ever had concerns, she should tell him right away. “He’s super honest and transparent about what it’s like to be a parent. I almost felt like he was *my* doctor.”

Plus, after Jessica had mentioned that she joined a mom’s group, Dr. Martel told her that she might feel that she wasn’t stacking up to the other moms but to take heed. “*You’re a great mom and your baby is healthy. You’re doing whatever you need to do, you’re doing it right, and don’t second-guess yourself,*” he told her. “Giving me that confidence as a first time mom was immensely helpful.”

The night before Jessica and Matt were to leave for their 12-hour flight to Europe, their daughter started vomiting. Jessica immediately had Dr. Herbsman on the phone, since Dr. Martel wasn't on call. He told Jessica to hold up the baby's head and tilt her bassinet. "*If it happens one more time, I'll meet you at the hospital and we'll do an ultrasound tonight,*" he told her. "If anything were to happen to her, I feel like I would have help within minutes," Jessica said.

Over the last few months, Jessica has emailed Dr. Martel with practically any question she would otherwise Google. There have also been times when although the matter wasn't urgent, her concerns were quickly put to rest. In fact, just recently when her daughter had a rash, Dr. Martel responded within hours of Jessica sending a photo. "The ability to email and get a response quickly is a Godsend."

For Jessica, finding the right physician—one who is compassionate, supportive and has both her and her baby's best interests in mind—without having to follow a set of office rules, has been one of the best decisions she has made as a new mom. "To have great medical care for your child is more valuable than anything. You can't put a price tag on your child's health."