

Offices Procedures

Appointments

Except in emergency situations, please call for an appointment. We see patients in the following order: severely ill or injured patients, those who schedule in advance and walk-ins. We realize that children do not schedule their illness to fit office hours or appointments. We have openings each day for routine and emergency visits.

On-Call

When our offices are closed, our physicians and physician assistants are still available 24 hours a day. You can reach our Nurse Advice Line at 1-888-267-3675. If you have an emergency situation, the nurse will contact the on-call provider and they will advise you if you need to bring your child to the emergency room.

Nurse Triage

During regular office hours, our nurses are able to answer many questions and decide whether or not your child needs to be seen. If you need to talk with one of the providers about a non-emergency issue, they will return your phone call after they have finished seeing patients. This is usually after 5:00 p.m.

Charges

Payment is expected when your child is seen. If necessary, we will be happy to work out a payment schedule with you. Please note that fees are higher for visits outside of normal business hours.

Insurance

We are happy to file your insurance for you if we have a contract with your insurance company. If we do not, then we will put the diagnosis on your receipt and you will need to file for the reimbursement yourself.

We will be happy to help you complete your insurance form if needed. We do accept Medicaid but you **MUST** bring your card with you.