



Kidz Pediatrics
285 W Dora Street
Angier, NC 27501-9134
Phone (919) 639-9995 Fax (919) 639-

Welcome to Kidz Pediatrics

Kidz Pediatrics is a fully computerized office combining the most up to date equipment with very knowledgeable and friendly physician and staff. The practice coordinates care across all care settings, including any care occurring at specialist visit, hospitals, emergency departments, urgent cares, home health settings and health departments. Our mission is to provide equality care, in a timely matter for children from birth to 21 years old. We provide knowledge, compassion, continuity, and care for all patients and their families. We strongly believe in educating our families for them to make informed health decisions. We are also dedicated to assisting others in maintaining their health and improving it where necessary. We strive at every visit to meet your medical needs and to provide the best possible medical care. If you have any questions or concerns, please feel free to call our office.

Contacting Our Office

Contact our office at 919-639-9995

<u>Business hours:</u>	Monday-Tuesday-Thursday	8AM - 5PM
	Wednesday	8AM-6PM
	Friday	8AM - 4PM
	Saturday/Sunday	CLOSED

After Hours

We have an after-hours system: the UNC health link (1-888-266-3675). UNC Pediatric Nurses will triage and give advice to our active patients at night and weekends for URGENT PHONE CALL ONLY (For emergencies call 9-1-1 or go to your nearest hospital, emergency department). Call the office if you need refills during office hours: identifying the patient's name, date of birth, name and dose of medication. We do not refill antibiotics by phone.

The UNC health system may direct you to an urgent care if needed. FastMed is located at 1418 N. Main St, Fuquay Varina.

Appointments

Please call our office during regular business hours to schedule an appointment. We do offer same-day appointments for routine and urgent care. We will do our best to work you in at your requested time; however, if we are unable to schedule your first request, we will schedule you as soon as possible. If you have an urgent need, we will do our best to work you in on the same day; however, if we are unable to do so we will refer you to your nearest urgent care or hospital. We are open on Wednesday's until 6pm for families that need flexible scheduling.

Participating Insurance Plans

There may be interval changes on these insurances. Contact our office for further information.

- MEDICAID
- NORTH CAROLINA HEALTHCHOICE
- BLUE CROSS BLUE SHIELD
- TRICARE (STANDARD/PRIME)
- AETNA
- MEDCOST

Our staff can also help families arrange care through the state Medicaid program and the local health department to seek information about how to obtain the state insurance plan NC Health Choice.

You can contact them at 910-893-7550 or <http://www.harnett.org/health>



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Canceling Appointments

Call our office at least 24 hours prior to your appointment. We reserve the right to charge a fee of \$25 for not showing up or cancelling your appointment within 24 hours.

Scope of Services

Dr. Pereda follows the American Academy of Pediatrics evidence-based guidelines. The following services are offered at Kidz Pediatrics:

Pediatric well child visit
Pediatric sick visit
Pediatric management of chronic conditions as Asthma, ADHD, Obesity, Diabetes Mellitus, Eczema
Obesity Clinic & Asthma Clinic monthly with nurse from Sandills Community Care providing education.
Routine pediatric Primary Care Mental Health Screening and Counseling
Case Management Services
In house labs: Hemoglobin level, Lead levels, Strep test, U/A, Mono test, Flu test, Total Cholesterol & Lipid Profile test, HbA1c Pre-Diabetes/Diabetes test.
STD –Drug screening
Nutritional Counseling
Phlebotomy
Immunizations
Developmental screening and dental screening
Ear piercing
Tele psychiatry with Durham Psychiatrist via video
Dental exam & Fluoride Varnish application according to AAP guidelines.
Warts & molluscum treatment.

Nurse Calls

When staff is caring for clinic patients during office hours, they may not be available at all time to speak with you directly; however, you may leave a message with your telephone number and every attempt will be made to return your call by the end of the day. If you feel you are having an emergency, call 911 immediately.

When You Call Our Office

Please arrive 15 minutes early. Our network system is currently being worked on so that in the future to save time when you arrive, you can download, print and complete many of the forms online. Please bring them with you during your visit. Also, please be sure to bring your insurance card with you each visit. The staff needs to verify your insurance and demographic information at every visit. If you arrive more than 15 minutes to your appointment, you may need to reschedule your appointment or you may have the option to be worked in, if time permits.

Your co-pay is due at time of service. We may not be able to see the patient if co-pay is not collected. All non-covered services are due at the service. we accept cash, money orders, checks VISA, Discover and MasterCard. If you are unable to make the necessary payments, we will bill you. There will be a \$5 surcharge to cover the expense associated with creating a statement and mailing.

Kidz Pediatrics will see patients regardless of their source of payment, we offer payment plans in case our patients/parents need it.

Prescription Refills

When you need a refill, call the main number during normal business hour and speak to the receptionist. Refills will be called or electronically sent to your pharmacy or available for pick-up within 48-72 hours. Let us know if you would like to pick them up the prescription. When requesting a refill, please have the following information:

- Your child's name, daytime phone number, date of birth.
- The name and number of your pharmacy, name of the prescription and dosing instructions.
- Other instructions such as when you will pick-up etc.



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Reminders

- Please do not wait until you are out of medication to request refill.
- Most prescriptions for ADHD and narcotic pain medications must be picked up and are unable to be called into the pharmacy.
- We refill prescriptions during normal business hours.
- If there is a problem with your request, someone from the office will contact you.
- Check with your pharmacy to see if your prescription has not been notified, please call the office if you have additional refills or are not sure of the status of your prescription, please contact your pharmacy first.

Test Results

Please allow 3-5 business days for your results. If you have not heard from our staff within 3-5 business days, please contact our office during normal business hours and we will be happy to help you. Please note that we are unable to release results until the doctor has reviewed them. Also in keeping with our privacy regulations, some results may not be able to be given over the phone. In this case, please contact our office and we will be happy to schedule an appointment to review the results with your doctor. For confidentiality purposes, some results may only be given to the patient, unless otherwise specified.

Referrals

When you need a referral, call our office during normal business hours. We will need at least two working days for all referral requests. When requesting a referral, please provide the following information:

- Your child's name and daytime phone number, date of birth
- Where or to whom you are taking your child
- why your child is having the above test/services
- who is ordering/requesting the above services
- Date of appointment
- Name of insurance company

Reminders

Referral requests with less than two working days notice may not be processed prior to your visit with the specialist/facility. The facility may require you to sign a waiver regarding your financial responsibility for the services or have you reschedule your appointment. Depending on your insurance, you may be required to see your doctor, prior to a referral being issued.

Forms Requests

If you schedule a physical and will need forms to be completed (i.e. physical, sports, camp, WIC, etc...) Please let us know at the time that you're scheduling your appointment or at the time of your appointment. Bring in forms with you. Forms brought after your appointment will take 3-5 days to fill out.

If your physical visit has already been completed and need forms to be filled out, please contact our office. You may need to schedule an appointment. Many forms now require physicals to be done within a certain time frame of completing the form. We must abide by those guidelines. If your last physical was done prior to the time frame, you will need to schedule an appointment before the form can be complete.

If you have forms to be filled out after your physical exam date, you may drop them off or mail the form with a self-addressed stamped envelope and we will mail



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Medical Records Requests

When a new patient joins our practice, we ask the parent to sign a release of medical record from previous PCP. We faxed the request and we usually get those records in 1-2 weeks.

To have copy of your medical records sent to another physician, you will need to send us written authorization or stop in and sign a medical release form. This form can be obtained from our office. Patients 18 years or older must sign for their own records. Please supply us with the name and address of the physician you would like them to be sent to. This process: sending medical records from Medical office to Medical office is free. If you are requesting that a copy of your records be released to you, there is a processing fee of \$1.00 per page for the first 25 pages and \$0.25 for each page after.

Treatment of Minors

Any parent or legal guardian who is unable to accompany his or her child, under 18 years, to their appointment will need to provide a written consent form to treat the minor. This includes other family members that are not considered the legal guardians for the patient. If your child needs immunization or any procedure, the legal guardian must be present to sign. Proper identification will be required from the adult accompanying the minor.

Other Policies

Other policies stipulated on the registration forms such as "Patient Privacy Policy", "Patient Bill of Rights", "Patient Responsibilities" are available for review in the office and provided upon request.

Thank You so much for letting us serve your pediatric health care needs. We look forward to caring for your children.