



Kidz Pediatrics
728 North Raleigh St, Suite A-1
Angier, NC 27501-9134
Ph (919) 639-9995 Fax (919) 639-3518

OUR OFFICE

Welcome to Kidz Pediatrics

We are a fully computerized office combining the most up to date equipment with very knowledgeable and friendly physician and staff. Our mission is to provide quality care in a timely manner for child's birth to 21 years of age. We provide knowledge, compassion, continuity, and caring to all of our patients and their families. We strongly believe in educating our patients' families so they can make informed health decisions. We are also dedicated to assist them to maintain their health and improving it where necessary. We strive at each and every visit to meet your medical needs and to provide the best possible medical care. Should you have any questions or concerns, please feel free to call our office.

Contacting Our Office

Please contact our office at (919) 639-9995

<u>Business Hours:</u>	Monday - Thursday	8AM	-	4:30PM
	Friday	8AM	-	4:00PM
	Sat/Sun	closed		

After Hours:

We are available and on call during after hours and weekends for URGENT PHONE CALLS AND FOR ESTABLISHED PATIENTS ONLY (for emergencies call 9-1-1 or go to your nearest emergency center/hospital). Call the office and leave a message identifying the patient name, state the reason of your call, and leave your telephone number where we can call you back (deactivate any call block feature on your phone or we might not be able to get through).

Appointments

Please call our office during normal business hours to schedule an appointment. We will do our best to get 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 fit you in on the same day; however, if we are unable to do so, we will refer you to the appropriate hospital, urgent care or Emergency department.

Hospital Affiliations

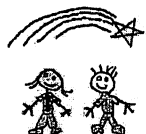
Our pediatrician sees newborns and inpatients at Betsy Johnson Hospital, 800 Tilghman Drive, Dunn NC 28334, Phone (910) 892-1000.

Participating Insurance Plans

There may be interval changes in these insurances. Currently we participate in: Medicaid HMO, BCBS, Cigna, Tricare Standard, Tricare Prime, Aetna, MedCost and United Healthcare. Please call our office for the most current up-to-date information.

Canceling appointments

Call our office during business hours to cancel an appointment. Please be considerate of others by allowing us to see other sick patients in need of medical attention instead of no-shows. We reserve the right to charge \$25 for not showing up or not cancelling your appointment 24 hours in advance.



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Nurse Calls

When our staff is caring for clinic patients during office hours, they may not be available at all times 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 business day. If you feel you are having an emergency, call 911 immediately.

When You Come to Our Office

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

Your co-pay is due at time of service. We cannot see your child if we do not collect a co pay. All non-covered services are due at time of service. We accept cash, money orders, checks ,VISA, Discover and MasterCard and debit/credit card payments over the phone. If you are unable to make the necessary payments and we have to bill you, you will be charged a \$5 surcharge to cover the expense associated with creating a statement and mailing it to you.

Prescription Refills

When you need a prescription refill call our office during normal business hours and speak to the receptionist. Refills will be called in or mailed electronically (E-prescribed) to the pharmacy of your choice & available for pick-up within 24-48 hours. ALWAYS USE THE EXACT NAME AS IS WRITTEN IN THE PATIENT'S INSURANCE CARD. Let us know if you would like to pick up the prescription at the office.

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 plan to pick-up the prescription, etc.

Reminders:

- Please do not wait until you are out of medication to request a refill.
- Most prescriptions for ADHD and narcotic pain medicines must be picked up at the office and are unable to be called or electronically mailed to 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 been called in before contacting the office.
- If it has been more than 24 hours and your pharmacy 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.



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Test Results

Please allow 3-5 business days for your test results. If you have not heard from our staff within 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. In keeping with 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 you are taking your child .
- The test/service your child is having .
- Why your child is having the above test/service.
- Who is ordering/requesting the above service.
- Date of appointment.
- Name of insurance company.

Reminders: Referrals requested 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 service or have you reschedule your appointment. Depending on your insurance, you may be required to see your doctor prior to a referral being issued.

Form Requests

If you schedule a physical exam and will need forms filled out (i.e., physical, sports, camp, WIC, etc.) please let us know at the time of your appointment. Pre-fill the "Parent Section", signed by Parent/Guardian, bring the forms with you and hand them to the receptionist. Forms brought after your appointment will take 3-5 days to be filled out.

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



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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 the form back to you. Please complete the front of the Sports Physical questionnaire prior to mailing. If you are unsure whether or not you need to be seen, please contact our office. Certain forms require extensive review of paperwork and therefore, may be associated with a \$25 form fee. If you have any questions, please feel free to contact our office during normal business hours.

Medical Records Requests

To have a copy of your medical record sent to another physician you will need to send us written authorization or stop in and sign a Medical Record 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 sent to. You may also pick up your records and take them to your new physician. If you are requesting that a copy of your records be released to you there is a processing fee of \$0.75 cents per page for the first 25 pages and \$0.25 cents for each page thereafter.

You may request to view your medical records. Please give us notice of 5 business days so that we can set up an appointment to review these records. A staff member must be present when you are viewing records.

Treatment of Minors

Any parent/legal guardian who is unable to accompany his or her child under 18 years of age 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 immunizations, or any procedure, the legal guardian must be present to sign. Proper Identification will be required from the adult bringing the minor.

Other Policies

Other policies stipulated on the Registration Forms such as "Patient Privacy Policy", "Patient Bill Of Rights", and "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 child/children.