

APPOINTMENTS

FOR YOUR CONVENIENCE, OFFICE VISITS ARE BY APPOINTMENT ONLY. PLEASE PHONE THE OFFICE AT **480-778-1732** WHENEVER YOUR CHILD NEEDS TO BE SEEN.

WELL/ROUTINE AND FOLLOW-UP VISITS ARE SCHEDULED FROM 8:30 A.M. - 6:00 P.M.

OUR OFFICE HOURS ARE:

MONDAY - FRIDAY 8:30 A.M. - 6:00 P.M.

APPOINTMENTS ARE AVAILABLE ON SATURDAYS FOR URGENT VISITS, AND AT LIMITED TIMES FOR WELL/ROUTINE & FOLLOW-UP VISITS.

ENTRANCES

WELL ENTRANCE - FOR CHILDREN WHO ARE RECEIVING IMMUNIZATIONS, INJECTIONS, WELL CHILD EXAMS, ETC.

SICK ENTRANCE - FOR CHILDREN WHO ARE ILL; HAVE FEVER, COUGHS, SORE THROATS, DIARRHEA, VOMITING, ETC.

EMERGENCY / CONTAGIOUS ENTRANCE - IS LOCATED AT THE NORTH SIDE OF THE OFFICE. THIS ENTRANCE IS RESERVED FOR CHILDREN WITH INJURIES, CHICKEN POX, VIRAL RASHES, ETC.

BILLING / FEES

WE PREFER NOT TO SEND BILLS, AS THE COST OF PAPERWORK AND POSTAGE AFFECT OUR FEES. WE APPRECIATE YOUR PAYMENT AT THE TIME OF SERVICE. FOR YOUR CONVENIENCE, WE ACCEPT **VISA**, **MASTERCARD**, **DISCOVER**, **PERSONAL CHECKS**, AND **CASH**. OUR FEE SCHEDULE IS AVAILABLE IN OUR OFFICE FOR YOUR REVIEW.

EMERGENCIES

MOST MINOR EMERGENCIES CAN BE HANDLED IN OUR OFFICE. OUR SERVICES INCLUDE MINOR SUTURING, AND FOREIGN BODY REMOVAL.

IF AN EMERGENCY OCCURS AFTER THE OFFICE IS CLOSED, AND TIME PERMITS, CALL THE OFFICE AND OUR ANSWERING SERVICE WILL ASSIST YOU IN CONTACTING THE DOCTOR. IF YOUR CHILD IS **SERIOUSLY** ILL OR INJURED, GO DIRECTLY TO AN EMERGENCY CARE FACILITY OR **CALL 911** FOR ASSISTANCE.

TELEPHONE TRIAGE

A SPECIAL FEATURE OF OUR OFFICE IS OUR TELEPHONE TRIAGE. OUR PHYSICIANS HAVE PERSONALLY CHOSEN QUALIFIED INDIVIDUALS WITH EXTENSIVE KNOWLEDGE OF PEDIATRIC CARE. OUR GOAL IS TO INSURE YOU RECEIVE A PROMPT RESPONSE TO QUESTIONS IN REGARDS TO YOUR CHILD.

WHEN CALLING ABOUT A SICK CHILD, PLEASE HAVE YOUR PHARMACY'S TELEPHONE NUMBER AVAILABLE AS THIS WILL IMPROVE OUR SERVICE TO YOU.

ANSWERING SERVICE

PAPAGO BUTTES PEDIATRIC CENTER PROVIDES 24 HOUR - 7 DAYS A WEEK - 365 DAYS A YEAR CARE FOR OUR PATIENTS'. IF THERE IS A LIFE THREATENING EMERGENCY, PLEASE CALL **911** FOR IMMEDIATE ASSISTANCE. IF THERE IS AN **URGENT** MEDICAL PROBLEM THAT CANNOT WAIT UNTIL OUR NORMAL BUSINESS HOURS, PLEASE CALL OUR OFFICE NUMBER AND OUR ANSWERING SERVICE WILL ASSIST YOU IN CONTACTING THE PHYSICIAN ON CALL.

HOSPITAL VISITS

OUR PHYSICIANS ARE ON STAFF AT:
SCOTTSDALE HEALTHCARE - OSBORN AND SHEA; AND PHOENIX CHILDREN'S HOSPITAL.

IF YOU GIVE BIRTH AT ONE OF THE ABOVE FACILITIES, THE HOSPITAL WILL NOTIFY OUR OFFICE. ONE OF OUR PHYSICIANS WILL VISIT YOU AND YOUR BABY DAILY WHILE IN THE HOSPITAL. THE PHYSICIAN WILL INSTRUCT YOU AS TO WHEN YOUR BABY'S FIRST OFFICE VISIT SHOULD BE SCHEDULED. IF YOU DELIVER ELSEWHERE, CONTACT THE OFFICE WHEN YOU ARE DISCHARGED.

PRESCRIPTION REFILLS

PLEASE CALL DURING OFFICE HOURS MONDAY THROUGH FRIDAY FOR REFILLS OF YOUR CHILD'S ON-GOING MEDICATION. WE ASK THAT YOU CALL IN ADVANCE TO AVOID RUNNING OUT OF YOUR CHILD'S MEDICATION. REFILLS WILL NOT BE CALLED IN AFTER OFFICE HOURS OR ON WEEKENDS.

INSURANCE

WE PARTICIPATE WITH MANY OF THE HEALTH PLANS IN THIS AREA. IT IS **YOUR** RESPONSIBILITY TO CONTACT YOUR INSURANCE CARRIER TO VERIFY THAT WE ARE PROVIDERS FOR YOUR PARTICULAR PLAN. IF WE ARE NOT PROVIDERS, WE WILL BE HAPPY TO ASSIST YOU WHEN FILING YOUR INSURANCE CLAIM. HOWEVER, YOU ARE RESPONSIBLE FOR ANY FEES AT THE TIME OF SERVICE.

