



"That's What We Do"

**Clinic Information**

Welcome to Caring for Kids Pediatrics, PA, specializing in the care of your children. Please take time to read the following information so that you can become familiar with your new clinic. Please keep this document for future reference.

**Making appointments:**

We are eagerly scheduling appointments Monday through Friday from 8:30am to 5:00pm. For your convenience we also open on Saturdays from 8:30am to 12:00pm. Please call 877-5600 to schedule your appointment today.

**Same day visits:**

We will try to schedule same day visits for your child. We ask that you call our office prior to coming in. You may be given an appointment time or placed on a waiting list pending cancellations. We will make every effort to take care of your child as soon as possible. Unfortunately, walk-in visits are not allowed.

**Your Appointment:**

Please arrive before your scheduled appointment to allow time to complete any required registration forms. Bring your insurance card to every appointment. We will verify your insurance and personal information at each visit. You will be allowed a ten (10) minute grace period for being late after which you will be given the opportunity to reschedule or wait for cancellations.

**Preventative Well Child Exam:**

Includes a general exam, vital signs as well as a vision and hearing screening. Additionally, depending on age, hemoglobin/lead may be tested along with a developmental screening known as MCHAT. **Any other additional findings, complaints and or issues addressed during a Preventative Well Child Exam will be subject to an office visit. Co-payments and /or deductible as required by insurance coding and billing guidelines will apply.**

**Canceled Appointments:**

If you are unable to keep your scheduled appointment, please call our office within 24 hours to reschedule. Doing so enables us to use your appointment slot for another patient. This policy benefits you and others. Unfortunately, if you fail to keep an appointment, without calling to cancel, you will be considered a "No Show". Three Repeated "No Show" appointments will result in dismissal from the clinic.

**Medications:**

Your prescriptions will be written at the time of your office visit. Please be aware that for certain illnesses your refill may require an appointment. We will not prescribe any medications based on telephone consults. If this is an emergency medication please follow our Emergency Care instructions.

**Emergency Care:**

If your child has a life-threatening emergency, call 911. For minor emergencies and common illnesses call our office during regular business hours. After hours feel free to call Methodist Children's Call-A-Nurse at 226-8773. For urgent (after hours) medical advice you may also call the clinic at 877-5600. If you must go to an emergency room we advise using a Children's Emergency Center such as Children's Hospital of San Antonio or Methodist Children's.

**Waiting Room:**

Please do not bring food or drinks into the clinic. We are attempting to maintain a sanitary office. Eating or drinking in the clinic may put you or your child at risk for acquiring infection. Our staff is instructed to inform you of this policy. Baby bottles are permitted.

\_\_\_\_\_  
Parent or Legal Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Parent/Guardian

\_\_\_\_\_  
Patient Name and Date of Birth