

# Wee Care Pediatrics: For Parents Who Care to Give the Best!

1440 S. Country Club Dr. #21 Mesa, AZ 85210 Tel. (480) 890-2273 Fax: (480) 890-2201 [randy@weecare4kids.com](mailto:randy@weecare4kids.com)

## Practice Policies



### Office Hours:

(Appointment Scheduling & phone answering hours)

From 8:00 AM until 8:00 PM Monday through Thursday

From 8:00 AM until 12:00 PM Friday

The office is closed on Saturday and Sunday

At all other times, you may call to **(480) 890-(CARE) 2273** and leave a detailed message including the following information:

- \* Your Name
- \* Patient's Name
- \* Phone number where you can be reached and
- \* Reason for your call

For emergencies, the doctor is called by our answering service.

### Appointments Availability:

*-Urgent care or sick visits:*

Urgent care or sick visits can usually be made for the same day. Extremely ill children may be worked in with previously scheduled appointments. Please do not walk in and expect an appointment. You may be asked to schedule an appointment and return later. The office is closed 11:00 AM to 12:00 noon and a doctor may not be available for an unexpected emergency.

*-Well Child exams:*

Well Child exams are scheduled at 1 week and the following months: **1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 36 months, 48 months, 5 years, and then every 2 years.** It is best to schedule your next well exam when you check out following your office visit.

Appointments can usually be made as early as 2 months prior to the anticipated exam date.

*Sports Physicals*

Sports and camp physicals are usually performed during summer months. Please call early summer or late spring for appointments.

*-Behavioral Problems:*

Consultation for behavior and school problems require a great deal of office time; therefore, they are not as readily available. Please advise us of your child's progress throughout the year in order that problems can be addressed in a timely manner.

### Cancellations:

Twenty-four (24) hour notice is required if you are unable to keep an appointment. Because appointments fill quickly, it will be necessary to charge a twenty five dollars (\$25) fee, if we are not notified or you do not show for an appointment.

### Medication Refills:

*-Regular requests*

We ask that all requests for refills of prescriptions be made during office hours. Having the child's medical record available assures

continuity of care. Prescriptions for antibiotics will not be called to pharmacies, unless it is in response to testing ordered by the office such as for strep or urine cultures.

*-Urgent requests*

If your child's symptoms are severe enough and cannot wait until the next day, we may direct you to one of the urgent care facilities or hospital emergency rooms. Each insurance plan may contract with different after hours facilities.

### Newborn Notification:

Although your newborn has been cared for in the hospital, your insurance company has not been notified. **It is your responsibility to call your insurance carrier or the human resource person where you work to insure your child.** We advise you to document when you have made your call and with whom you have spoken. Your child must be enrolled within 30 of birth. Please follow up on your call to confirm enrollment and insurance coverage.

### Immunizations:

Immunizations represent the most important aspect of your child's preventive healthcare. It is also the most expensive. Your insurance may cover all immunizations or only until 5 years of age. There may be a dollar limit on all well visits which include immunizations and well exam. You may qualify for the vaccine for children program, if you do not have medical insurance or your insurance does not cover the immunizations.

### Insurance Benefits:

We try to contact many insurance companies prior to your appointment. Please let us know if your insurance has changed. Insurance coverage differs from one employer to another. **It is the responsibility of the patient and his family to understand the limits of their insurance coverage.**

### Billing Questions:

We strive to insure that all information is entered correctly. If you feel that an error has been made in your account call the office at (480-890-2273). Payment may be made by credit card, debit card, or personal check. Writing checks with insufficient funds is illegal. There is a \$15 office charge for returned checks as well as a \$25 charge by the check underwriting company with which we work.

### Co-Payments:

Most insurance plans require their enrollees to make a co-payment whenever they seek medical attention. It is a violation of your contract to refuse to make your co-payment prior to being seen at the office. That payment may represent as much as 50% of the total reimbursement. Please be prepared to make your co-payment when checking in at the reception desk.