



# **Pediatric Associates of Elizabethtown**

## **New Patient Information**

### **Introduction**

Welcome to Pediatric Associates! We appreciate your asking us to be your child's physician. We'll do our best to help your child enjoy a healthy childhood. Our physicians include: Dr. Marquita Ball, Dr. Veronica Cammack, Dr. Melissa Flynn, and Dr. Leigh Anne Pearman. We work as a team to provide you with excellent patient care. We are pleased that you have chosen us as your pediatrician and are sure our relationship will be a pleasant one.

The following comments are designed to anticipate questions, which frequently arise concerning office policies. If there are any further questions, please feel free to discuss them with our staff or us. We are all board-certified pediatricians, who follow the standards of the American Academy of Pediatrics in the care of infants, children, and adolescents. These standards specify periodic physical examinations, immunizations, lab tests, and hearing and vision screening. All drugs, vaccines, procedures, and treatments are used in accordance with standards set by recognized authorities.

### **Office Hours & Appointments**

Monday–Thursday 8:00am - 6:00pm

Friday 8:00am – 5:00pm

Saturday: 9:00—Appointments completed.

Office visits are by appointment only. If you are unable to keep your appointment, please call the office preferably 24 hours ahead of time (during business hours) so that we may use that appointment for another child. We do have a no-show policy and after three no-shows, you may be dismissed from the practice. Cancellations less than 24 hours in advance, may count as no-shows. Walk-in requests for appointments are discouraged and you will have to wait until the next open appointment is available. Walk-ins do not get to request a specific physician. Please call in advance for all appointments. If allergy shot hours are needed, please call the office. We expect to be our patient's sole primary provider; you agree not to see other general practitioner/family practitioner/pediatricians for non-emergency care.

Saturday appointments are reserved for sick, acutely ill children only. Chronic concerns (ex. constipation) may require longer appointment times, which we cannot accommodate on Saturdays. Saturday appointments must be made same day and we recommend you call by 9:30am to ensure that you receive an appointment; the appointments are given out in order of next available.

### **Fees and Billing**

Medical costs are rising yearly and we will make our best effort to keep costs down. In order to do this we ask that you make full payment for services each time you

visit the office, as sending bills and keeping books of accounts is very expensive and may cause prices to increase. The person who brings the child for the visit is responsible for the bill. If you send your child with another family member, ex. Grandparent, please send payment or they will be asked to pay. We know that at times it may be difficult for you to pay at time of service and such situations can be discussed with one of our office managers.

There are many different insurance plans available today, and these plans change yearly. It is your responsibility to know the details about coverage of well visits, sick visits, immunizations, labs, hospitalization, referrals, etc. for your plan. If your plan should change, we must be notified as we do not accept some forms of insurance.

### **Calls after Hours: 270-737-4808**

Please call during office hours when you need advice about non-urgent problems. Our professional triage nurse is dedicated to returning your calls—hopefully within one hour—to give you guidance and answer your questions. Only emergent refills of medications, such as asthma rescue medications, will be refilled after hours. Routine daily medications are not refilled after hours. Also, as a general rule, antibiotics are not called in over the phone after hours, except for pink eye (conjunctivitis) or draining ear tubes. We will be available at the above number through the answering service 24 hours a day, including weekends, for calls concerning sick children and true emergencies. When you call, you need to have the following items available: pen and paper for instructions, child's recent weight, child's temperature (without adding numbers) and location taken, child's brief list of symptoms, list of medications child is taking, list of any long-term health conditions, and pharmacy phone number. If you have not heard from us within 30 minutes of calling the answering service, please try again. If it is a life threatening emergency, please dial 911 or go to the emergency room. If you page the on-call physician, please stay near the phone with an open phone line. If your call is returned but you do not answer, you will need to have the physician paged again if it is an emergency.

### **Home Medicine Cabinet**

Here are some suggestions for medication to keep on hand for your child. As always these medicines should be stored in a safe place out of your child's reach. Over the counter cough and cold medications are not recommended under 4 years of age.

1. For Fever or Pain: children's acetaminophen (Tylenol), which is dosed every four hours, and children's ibuprofen (Advil or Motrin), which is dosed every six hours. Refer to the pink fever handout for dosing. It is also available on our website.
2. Rectal Thermometer for babies. Older toddlers and children may use an axillary (armpit) or oral thermometer. We do **not** recommend temporal scanners or tympanic (ear) scanners.
3. Salt Water Nose Drops: Ocean, Little Noses, Nasal Saline drops, dosed 3 –4 drops each side of baby's nose as needed followed by bulb suctioning for congestion.
4. For Allergic Reactions or Allergic Rashes: Diphenhydramine (Benadryl).
5. For cuts or scratches: Antibacterial ointment (Bacitracin or Neosporin) and bandages.
6. For gas: simethicone, Mylecon, or other gas drops for infants or Gas-X for older ones.
7. Poison-Control Sticker to be kept near the phone. 1-800-222-1222.