

Telephone: How to Get Help

Urgent Questions During the Day

If your child is experiencing an emergency (not breathing, unconscious, etc.) PLEASE call 911. If it is not an emergency, but you want to speak with someone at our office right away, please let our receptionist know when you call. If the office staff is busy and needs to take a message, and your call is not returned within 30 minutes of the stated call back time or if you feel your child is worsening, please call back.

Well Child Questions

We are happy to help you with behavior type questions and/or well-child issues. To best serve you, we have a voice mail system you can use at any time. Simply call our number and ask the receptionist for the voice mail of the triage nurse, or if it is after hours, listen to the recording on how to access her voice mail. Please remember to give your child's name, age, your name and the number you want your call returned to. Our triage nurse has been trained in pediatrics to answer your questions as your doctor would. If she feels your question or particular problem is too complex she will either recommend bringing your child in for an appointment or have your doctor call you back. If you wish to speak with your doctor, please specify this on the message that you leave. Your doctor is happy to speak with you, but please understand it may take longer to get an answer to your questions as the doctor must wait for a break in between patients, lunch or evening to call you back.

Urgent Questions After Hours

1) For your convenience we offer an after hours triage service which is comprised of pediatric registered nurses. 2) The nurse's main function at night is to offer medical advice and decide if your child needs to be directed to the Emergency room or wait until the next day to be seen at the office. 3) We will not make a diagnosis over the phone since we cannot examine your child. Because of this, we will not call in an antibiotic. If your child is sick enough to require antibiotics immediately then they are sick enough to go to the Emergency room. We want you to call if you are worried about your child, but we would appreciate it if you call during office hours for non-urgent questions.

Voice Mail System

For your convenience we have a voice mail system in operation after normal business hours. Please keep this guide on hand to help you learn the various different features you can utilize.

1. Automated Appointments Press 3

This is a convenient way to make well check appointments after hours. Simply leave your child's name, date of birth, your phone number and name, and the reason for the visit, for example, one year old check up. Give us the day, physician you want to see, and time you wish the appointment to be. We will call you within 24 hours to confirm the date and time of the appointment. Please try to make these visits two to four weeks in advance.

2. Triage Nurse Press 4

If your question is non-urgent and can wait for the next day, leave a message and our triage nurse will call you the following business day (Monday through Friday).

3. Prescription Refills Press 4

We do not refill routine prescriptions after hours. If you leave a message with your child's name, medication, dosage and pharmacy phone number, we will refill the medication in the morning.

4. Over the Counter Medication Dosages Press 5

This line is helpful if you need dosages for common over the counter medicines, such as Tylenol, Advil, Dimetapp, etc.

5. To Give Suggestions for Improving Our Practice Press 6

6. To Speak to the Triage Nurse Press 5

If you have an urgent question that cannot wait for the morning, press 9 and an operator from our directory will take your information and page the triage nurse. Please remember to disable your call block by dialing *87 after you hang up. If you have not received a call from the triage service within 30 minutes of your request, please call our office again to inform the answering service.

Financial Policy

Welcome! Please take time to review the following policies and procedures that we at Great Destinations Pediatrics have set in place to better serve you. We look forward to establishing a long and wonderful relationship.

We require a legal guardian accompany a minor patient unless prior written authorization is given to this office. The adult accompanying the minor is required to pay in accordance with our policies. We do not accept third party assignment, nor do we recognize or enforce the term of divorce decrees.

Payment is expected at each visit, be it a deductible, co-payment, percentage or payment in full services rendered. If you are waiting for coverage to become effective or have no insurance, payment will be expected at the time of the visit. For your convenience we accept cash, checks, Visa, MasterCard and Discover. There is a \$30.00 charge for all returned checks. NSF checks must be redeemed with certified funds (cashier's check, money order, certified check, or cash).

Our practice handles all claims and billing questions. You can reach our billing staff at (623) 878-2800, extension 16. Or you can reach them via e-mail at cgoodman@gdpeds.com. Any accounts with outstanding balances greater than 60 days from the date of service will be subject to collection. We realize at times that there may be a financial hardship. Please communicate with our billing staff and they will assist you.

Due to various plans now in effect in the market place, it has become a very complicated process to become familiar with each plan. We therefore are requiring your cooperation so that we may better serve you and give you the proper healthcare you deserve without spending an exorbitant amount of time obtaining benefit information from your insurance company. It is your responsibility to know all of the information from your insurance plan to avoid any confusion or nonpayment of services. Examples being: well visit coverage, immunization, in-house testing, contracted laboratories, radiology, durable medical equipment, and sick visit coverage.

We require you to notify the scheduler when you make your appointment of any of the following: change of insurance, address, telephone numbers and emergency contacts. By doing so, this will eliminate unnecessary delays in your child's care.