



# WELCOME!

Thank you for choosing Village Pediatrics of Chapel Hill to provide your child's primary medical care. We look forward to getting to know you and your child/youth! Please take a few moments to review this information about our practice.

Our primary care team provides patient centered care for children and youth from birth through adolescence into young adulthood. We routinely provide:

- Well-baby and well child exams
- Daycare, school, sports and camp physicals
- Same day appointments for sick and injured children
- Telephone access to nurse or physician on common questions
- Management of chronic illness (such as asthma, diabetes, ADHD, migraines)
- Primary care for children and youth with special health care needs
- All routine childhood vaccines
- Hearing and vision screening, developmental and behavioral screening
- Coordination of tests and services (physical therapy, MRI)
- Coordination of referral care for patients requiring specialist care
- On-call physician available by phone when our office is closed

300 Market Street, Suite 112

Chapel Hill, NC 27516

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Website: [www.villagepediatrics.com](http://www.villagepediatrics.com)



# INSURANCE PLANS AND POLICIES

Different insurance plans have different definitions of what is covered. Please be aware of the limits and conditions of your own policy! In the event your health plan determines a service to be "not covered," you will be responsible for the fee. In that event we will bill you, and payment is due upon receipt of that statement. We cannot accept any insurance that cannot be verified. Please bring proof of your insurance to each and every office visit! Without it, we will have to bill you directly until you can provide proof of insurance.

Due to insurance rules, all required payments can co-payments must be collected at the time you arrive for the appointment. Any other arrangements must be made in advance with our billing staff. The parents of legal guardians of the child are responsible for fees incurred for the child, whether accompanying the child to the visit or not. If your child was to be brought to the appointment by a babysitter, grandparent, etc. be sure he/she is aware of this policy.

We are currently "in-network" with many insurance providers, EXCEPT:

- Blue Local
- Any Duke insurance
- Coventry 1
- Tricare

Contact our office for the most up-to-date list. 919-969-9611

We also welcome self-pay families, (and accept co-pays) with cash, personal check, MasterCard, Visa or Discover.



# MAKING & KEEPING APPOINTMENTS

When you make your appointment, be sure to let our receptionist know the nature of your visit (sports physical, ear pain, second opinion, rash). Also, please let us know at the time you make your appointment if you have several questions or concerns, or if you want more than one child checked. Reason: We want to schedule enough time for your concerns. If we try to squeeze multiple issues (or children) into a single "quick visit" time slot, it either results in cutting you off (not fair to you), or making our other patients wait while we finish (not fair to them).

You can choose one of our providers as your Primary Care Provider [PCP] and we will try to schedule appointments with that person however, if they are not in clinic that day or are completely booked we will schedule your appointment with another provider.

## OUR "ON-TIME" & "LATE" POLICY

We understand that even the most organized mom or dad can run late sometimes. If that's the case, call us before your appointment time. We can try to reschedule your appointment for a time that's better for you! We can often work you into another later appointment slot the same day, but we can not guarantee this.

- Patients arriving early, on time, or up to 15 minutes late will be seen in the order they were scheduled.
- Patients arriving > 15 minutes late may be asked to reschedule but if our schedule permits, we may be able to squeeze you in.



## SAME DAY VISITS

We know that when your child is sick, you worry about his/her health. Sometimes you want to have your child seen right away to make sure it's not serious. We offer same day "urgent care" appointments throughout the day in order to help you avoid ER visits!

Patients who call for a "sick visit" appointment by 2:30 PM on weekdays will be offered an appointment time before we close for the day.

Please Note:

- We will try our best to accommodate you no matter when you call! We offer same day appointment slots on a first-come, first-served basis.
- We also offer "walk-in clinic" hours from 7:30am-9:00am every weekday morning! This time is reserved for children with fever / cough / sore throat / rash symptoms of less than 3 days.

**BUT** please don't come to walk in clinic with unimmunized infants or children!



# TELEPHONE TRIAGE

We are happy to help you walk through problems over the phone. During office hours, we can help you determine if your child needs to be seen in the office or just needs some TLC at home.

## Tips for Calling Us

- For truly life-threatening emergencies, call 911 !!
- For ingestions or poisonings, call Poison Control at 800-222-1222
- For concerns regarding sick or injured children, call us at 919-969-9611. We prioritize phone calls according to the nature to the call. If you are asked to wait on hold, please be patient. We will get to you as soon as possible!
- Our phones are answered by humans- no voice mail tree... We are generally busiest early in the morning and in the late afternoon. Contacting us during our "off peak" hours is more likely to result in a quicker service.
- If our triage nurse is not available to talk with you when you call, please leave a message. We do prioritize our call backs, returning calls about sick children first (within 60 minutes). Less urgent phone calls such as refill requests, referral questions, or non-urgent health concerns will be returned by the end of the day. If your call about your sick child is not returned with 60 minutes, please call us back.
- For non-urgent questions or requests, we encourage, you to contact us by phone during office hours or by the patient portal anytime! We will respond to your portal messages within 24 hours.



## SICK CHILD / YOUTH CALLS

Have your child nearby in case you need to check something about their condition and have a pen and paper handy in case you need to write down instructions!

- Your call may be handled by one of our doctors or telephone nurse, depending on who is available. The doctor or nurse will either suggest making an appointment to evaluate our child, or recommend an at-home course of treatment.
- Our telephone nurses are specially trained to make decisions about which children need to be seen in the office and how to give care at home.
- Our doctors review all the advice that our nurses give.

## PRESCRIPTION REFILL REQUESTS

Please have ready- the name of the medication, dose, and your preferred pharmacy.

- Please allow 48 hours for prescription refills- plan ahead so you do not run out of important medicines.
- We cannot refill medications we did not prescribe, or medications for patients we have never seen or have not seen in the past year.
- We do not prescribe new medications over the phone.



## PROVIDER CALLS

If you would like to speak with your provider you may leave a message for a call back. Please specify what the call is regarding in general, so that the provider can have the information ready before calling back. Our providers try to return calls by the end of the day. If there will be a delay before the provider can return your call, a nurse or clinical assistant will return your call.

## AFTER-HOURS CALLS

When you make an after hours call it will be answered by one of our providers! Please limit night time and Sunday calls to emergencies, urgent problems that can not wait, or if you are truly worried about something.

Excellent home care advice is also found through the AAP website  
<<http://www.villagepediatrics.com/aap-library.html>>.

### Tips for calling us after hours:

- Contact the provider "on call" at 919-619-1907 via call or text message
- Please allow up to 30 minutes for a call back. Sometimes we get several calls at once. If you have not heard back from us within 30 minutes please call again.
- Even if your regular provider is not the one on call, the on call provider can still help you!



## PATIENT PORTAL

The possibilities of provider-patient-parent communication using the internet are exciting and convenient but maintaining your health privacy is important and requires special care. Our electronic medical record [eClinicalWorks] offers 2 way communications through a patient portal.

There is also an awesome app for mobile devices that allows you to link multiple family members through 1 convenient application! To get the Healow app for iPhone or Android devices please click here: <<https://www.healow.com/app.html>>.

Our general email [[info@villagepediatrics.com](mailto:info@villagepediatrics.com)] is for non-patient specific email only!!

Please save very sensitive or very personal topics for office visits or direct phone calls...

## REFERRAL REQUESTS

We are pleased to provide comprehensive health care for children. However, occasionally we will recommend a referral to a specialist. Our referral coordinator will obtain the necessary authorization from your insurance company and set up the referral for you. Please note:

- This can sometimes take several days to complete.
- We cannot authorize referrals for patients we have never seen or for problems that we have never discussed in our office.
- Because of insurance rules, we cannot give retroactive referrals for consultations which our providers did not initially recommend.