

APPOINTMENTS

We ask that you call to schedule appointments, as this is not a walk-in clinic. We strive to adhere to our office schedule as much as possible and request that you arrive for your appointments on time. Unfortunately, delays do occur. We attempt to remind all patients of pre-scheduled appointments. We will call the home number to remind; however, it is difficult for us to always be sure of confirmation by phone. Please do not depend on us to call and remind you. Please mark your calendars. We require a 24-hour notification for checkup cancellations. Failure to do so will result in a \$50.00 missed appointment fee. Failure to show for any appointment will result in a \$50.00 missed appointment fee.

PRESCRIPTIONS

Prescriptions and refills are issued during regular hours, Monday-Friday (8:00a.m-4:30p.m) Our nursing staff will call in prescription refills as time permits. Routine prescription refills should be requested no less than 24 hours prior to the date required. Please do not wait until your child's last dose of medicine to call for a refill. ADHD Medication: We require 72-hour notification for all ADHD prescription refills.

OFFICE HOURS/ EMERGENCIES

Our office hours are Monday-Friday from 8:00a.m-4:30p.m closed for lunch (12:15p.m-1:15p.m) We are closed on weekends and major holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. If you need emergency care at any time, please call 911 or go to the Pediatric E.R. at Women's and Children's Hospital or your nearest E.R. If you need urgent medical advice after hours please call (256) 772-2037 and the answering service will have the on-call physician return your call. We currently share weekend call with Twickenham Pediatrics and Hazel Green Pediatrics. Please remember to call during regular office hours for all non-urgent medical calls.

TELEPHONE CALLS

Our primary responsibility is to the patients who are in the office seeking medical care. Phone messages are returned by our nursing staff on a daily basis when time permits, based on the urgency of the call. When leaving a message, include telephone number(s) where you can be reached over the next several hours. WE RETURN CALLS FROM MULTIPLE OUTGOING PHONE LINES, SO YOUR CALLER I.D. MAY NOT DISPLAY OUR MAIN NUMBER; HOWEVER, INCOMING CALLS WILL ONLY BE RECEIVED ON OUR MAIN NUMBER (256) 722-2037. IF YOUR CHILD HAS A LIFE-THREATENING EMERGENCY, PLEASE CALL 911.

Exciting new website: healthychildren.org
This Children's Healthcare website is offered by the AAP and includes a symptom-based application to help parents determine the appropriate action to take: whether to treat a child at home or take him/her to the doctor or ER.

It is the policy of Pediatric Associates of Madison physicians that your child(ren) receive all immunizations and checkups recommended by the AAP. Failure to comply with this recommendation will result in dismissal from our practice for non-compliance.

GENERAL INFORMATION

Immunization/Checkup Schedule

2 week	2 months	4 months
6 months	9 months	12 months
15 months	18 months	2 years
3 years	4 years	

...and checkups every year thereafter. If your child needs a yearly physical, please schedule this visit during the spring or summer.

Please schedule your next checkup when leaving the office. Yearly checkups are scheduled at least 3 months in advance. Immunizations and allergy shots are given on Tuesday, Wednesday, and Thursday from 9:00 a.m. to 11:30 a.m. and 1:30 p.m. to 4:00 p.m. with a nurse appointment.

Service fees will be charged for the following: Physician calls that are not related to an office visit.

Prior authorizations (phone or written) for medications-\$5.00.

Letters requested by patients to agencies-\$5.00 per page.

FMLA and disability forms-\$10.00.

Sports physical forms-\$10.00.

Medicine forms-\$5.00 per form.

Blue cards-\$5.00 each.

Rush fee-If forms are needed in less than 24 hours, the above fees will be doubled.

If the above forms are completed at the office visit, there is no charge.

A nurse fee of \$10.00 is charged for the following services:

Any nurse visit (weight check, immunizations, allergy shots, etc.).

Lab draws (without same-day appointment).

Medical Records for Second Copy:

\$5.00 search fee.

\$1.00 per page for the first 25 pages.

\$0.50 per page thereafter.