

# Healthy Kids

Westside Pediatrics is dedicated to providing primary care and health maintenance for children and adolescents. We believe parents are partners in this endeavor, and we will enlist your cooperation and participation as we work to achieve our mutual goals.

## ABOUT OUR STAFF

Our staff includes six physicians, nurses, secretaries, receptionists, billing specialists and an office manager. Each physician routinely sees his/her own patients. You may be seen by another physician when your own doctor is not available.

## ABOUT OUR OFFICE HOURS

Monday – Thursday 9 am – 5 pm

With evening hours extended up to 7pm from  
November - May

Friday 9 am – 5 pm

Saturday 9 am – 11:30 am

Sunday 9 am – as needed

Phones are answered starting at 8:30 am. Patients are seen by appointment only and many slots are available each day. Please call the office as early as possible to arrange a convenient appointment. Evening and weekend care is reserved for children who become acutely ill during the day, and cannot wait until the following day for care.

It is not possible to see every patient after hours for the convenience of our working parents. Please make every effort to have your child seen during regular office hours.

## QUESTIONS & TELEPHONE CALLS

Our secretaries are here to facilitate your needs and will assist you in scheduling an appropriate sick visit or well child care. Other medical concerns are referred to your doctor and his/her nurse, who will return your call. Please leave numbers where you can be reached during the day and after office hours. Emergency situations will be referred to a physician immediately.

## PRESCRIPTIONS

An office visit is usually required to adequately assess a problem before medications are prescribed, especially antibiotics, because bacterial resistance to antibiotics is a major medical concern.

Refills for maintenance medications, however, can often be called to your pharmacy if your child's physicals and follow ups are current. Please provide the name of the medication, the dosage and current directions for administration, as well as the name and phone number of your pharmacy. Also, please indicate whether you prefer a 30 or 90 day supply, according to your insurance provider. Please call several days before you run out, as your physician must approve the request, but may not be available the day you call.

Controlled drugs require a written prescription and must be filled within 5 days. Please pick them up promptly. A fee may be assessed to rewrite expired prescriptions (if a script needs to be re-written, you must bring the old script back to the office for the staff to properly void/destroy). Schools and most day care providers require a physician's authorization to dispense medication. Please inform your physician during your office visit.

## HOSPITAL AND EMERGENCY ROOM VISITS

Our doctors admit patients to the University of Rochester Medical Center and Strong Memorial Hospital. Care for newborns is provided at all area hospitals. If your child has a life threatening emergency, call 911, if an immediate phone contact is not possible.

Never use the emergency room for minor illnesses, as telephone advice is available 24 hours a day. We would prefer to see your child in our office for non-emergent care. Uncontrolled bleeding, severe injuries, and severe breathing difficulties are considered valid reasons for going to the Emergency Department.

## CHARGES AND PAYMENTS

**\*Payment for medical services is expected at the time of service.\***

We submit bills to most insurance companies. Any balance not paid by your insurance company will be billed to you, and we expect payment within thirty days after you receive your statement. For purposes of HMO copayments and deductibles, we consider the person accompanying the child to the office visit responsible for the copayment or deductible at the time of the visit. Your doctor's contract with your insurance company requires us to collect copayment and deductibles except under very rare circumstances. If you are experiencing financial hardship, come to the billing office or call (585-247-0040) at your earliest convenience. Our billing specialists can provide you with information about community based insurance available for children, and they want to work with you so that your child may continue to receive care in our office. We require 24 hour notice of cancellation for all scheduled. You may be billed a failure to keep appointment fee (FTKA), \$25 fee for regular office visits and \$50 for a physical or consultation.

## CHANGES IN ADDRESS & PHONE NUMBERS

Please inform your doctor's secretary of any change in phone number and address.

## FORMS AND PAPERWORK

If you require an insurance form, physical form or an itemized statement, please request this in writing, and include a self-addressed stamped envelope so that we may return this form to you. Forms not accompanied with an envelope will be held for you to pick up.

## YOUR DOCTOR'S DAY OFF IS:

Dr. Cress	Monday & Friday
Dr. Green	Thursday
Dr. Gagnon	Friday
Dr. Volk	Wednesday & Thursday
Dr. Hughes	Wednesday
Dr. Barczys	Tuesday & Thursday

We encourage you to visit our website at:  
[www.westside-pediatrics.com](http://www.westside-pediatrics.com)