

# 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 four physicians, nurses, secretaries, receptionists, billing specialists and a practice administrator. 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

### Regular Business Hours

Monday – Friday 8:00 am – 4:45 pm

\*Phones answered Monday – Friday at 7:30 am

**After Hours:** (All appointments outside Business Hours)

Saturday 9 am – 11:30 am

Sunday 9 am – 11:00 am (as needed)

Patients are seen by appointment only. Many slots are available each day for same day acute sick calls. 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. Any appointment outside “Regular Business Hours” is considered “after hours”.

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 allow 24-48 hours to complete and 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. Schools and most day care providers require a physician’s authorization to dispense medication. Please inform your physician during your office visit, if you need authorization to dispense medication at school or daycare.

## HOSPITAL AND EMERGENCY ROOM VISITS

Pediatric patients are admitted to both RGH and Strong. Care for newborns is provided by us at all area hospitals. If your child has a life threatening emergency, call 911.

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 illnesses and problems. 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 upon receipt of 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 or you will be billed a \$10 processing fee. 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. Barczys	Monday all day & Tuesday Afternoon
Dr. Gagnon	Friday
Dr. Hughes	Wednesday
Dr. Sayre	Thursday

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