

WELCOME TO SOUTHWEST CHILDREN'S CENTER, P.A.

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Southwest Children's Center, P.A. has been providing superior pediatric care to the families of San Antonio and its surrounding areas since 1977. Our practice has grown to become one of San Antonio's premiere pediatric groups with practice locations in the South Texas Medical Center and in the Hill Country. Our practice continues to be owned and operated by the physicians that provide your child's care. Our award-winning team is made up of board-certified pediatricians, licensed vocational nurses, medical assistants, a respiratory therapist, and an experienced support staff to assist you.

We strive to provide quality continuity of care at the time you and your children need us the most. In addition to our standard business hours, we offer weekend and most holiday same-day sick visits. Both of our convenient locations offer ample, free parking.

Accessing your child's physician or clinic should not be difficult. We pride ourselves in providing quality, convenient health care for your family. Our experienced triage team will address your concerns and ensure that your children receive the care they need in a timely manner. If your child should need the services of a pediatric specialist, our referral department will assist you in scheduling those appointments. Our onsite laboratory enables our physicians to provide complete and timely care without leaving the office. In addition to these services, our experienced support staff is here to help you with any questions or concerns.

We look forward to caring for your child and becoming your child's medical home.

POLICIES AND PROCEDURES

Appointments

We see patients, by appointment, seven days a week. Patients should not expect to be seen without a scheduled appointment. If you arrive without an appointment, you may not be able to see the physician. "Walk-in" patients and late arrivals greatly decrease the efficiency of our physicians and are unfair to patients who are on time and have scheduled appointments. Additional fees apply to any patient who arrives to the office without an appointment. "Walk-in" patients may be worked into the daily schedule as time allows.

We ask that patients and families arrive 15 minutes prior to their scheduled appointment. For families with multiple children, each patient must have a separate appointment. It is best to schedule non-urgent appointments, such as well check-ups, sports/camp physicals, and parent consultations at least two weeks in advance.

As a courtesy to our patients, we provide an automated text message appointment reminder two days prior to the scheduled appointment. Standard text message rates apply. Appointment reminders are courtesy notifications. Patients and families are responsible for arriving to their appointments on the correct day, at the correct time and at the correct location. Appointments scheduled less than 2 days prior to their appointment will not receive a reminder call.

Pre-Check-In

Pre-check-in greatly increases the efficiency of your check-in and visit. Families get the convenience of updating demographic and insurance information, which reduces transcription errors and minimizes paperwork and time at the front desk upon your arrival. Pre-check-in text message alerts will be sent out prior to your child's scheduled appointment. Please complete the pre-check-in process through your child's patient portal prior to your arrival for your child's appointment.

Late Arrivals

Your timeliness affects our ability to provide our patients with efficient medical care. Thus, our office has little tolerance for late arrivals.

If you arrive late for a non-urgent visit, we may have to reschedule your appointment. If you are running late for your appointment, we kindly ask that you notify our office. If you are more than 15 minutes late to your appointment, your appointment may need to be rescheduled.

Excessive late arrivals and missed appointments could result in dismissal from Southwest Children's Center, P.A.

Missed Appointments/Cancellations

We work hard to offer our patients appointments that are convenient for both you and your children. Missed appointments cost other patients who could have been seen in the time frame set aside for you. Cancellations are requested **2 hours** in advance for all standard (15 Minute appointments) and **24 hours** prior to any extended appointment (30 Minute appointments). “No Show” Fees will apply to all visits that are missed or not cancelled within the timeframes stated below:

15 Minute Appointments

(Well-Child/Preventative, Sick Visits, ADD/ADHD)
Require **2-hour cancellation \$75.00 Fee**

30-Minute Appointments

(ADD/ADHD, parent consults, etc.)
Require **24-hour cancellation \$75.00 Fee**

Excessive missed appointments will result in dismissal from Southwest Children’s Center, P.A.

Well Visit Schedule

Regular well-child visits are one of the most important things you can do to keep your child healthy. Well-child visits also provide you with the opportunity to discuss any questions or concerns you may have about your child’s health. Your child should have a well visit at the intervals listed on our website and in the visit schedule on page 12 of this packet. More detailed information regarding the visits can be found on our website. We recommend that you call the office or schedule online 2 months or more in advance to schedule with your child’s

primary care provider on the date that best fits your needs.

If during the well-child visit, there are any abnormal symptoms, diagnoses, medication refills or additional examination due to an acute illness or chronic condition, the physician is required to document these items in your child’s medical chart with additional codes that may result in an Office Visit charge in addition to your wellness exam. In these cases, your insurance may require you to pay the contracted co-pay, deductible, or co-insurance based upon the specifics of your individual plan benefits.

Sick Visits

Southwest Children’s Center strives to see your children for all their sick needs. We STRONGLY believe that fragmented medical care (urgent care, insurance company teledocs and pharmacy clinics) is suboptimal medical care. To make accessing us convenient when your child is sick, we offer same day sick appointments 7 days a week.

Southwest Children’s Center offers weekday, same-day sick appointments at *all locations* in addition to weekend morning (and most holiday) same-day sick appointments at our primary location in the Medical Center.

Online Scheduling

Your health is our priority and now scheduling your appointment is easier than ever! We offer convenient online scheduling, allowing you to book a visit at

a time that works best for you. Skip the phone lines and secure your child's well or sick appointment in just a few clicks through your child's portal.

Online scheduling is not available for all visits and physicians. Certain visits and limiting factors may require you to contact the office to schedule an appointment.

Please keep in mind that pre-scheduled appointments between 8-10 a.m. that are not cancelled the day prior (if unable to attend) are subject to the Missed Appointment Fee.

Telemedicine Appointments

The physicians of Southwest Children's Center feel strongly that the best medicine is practiced in person; however, in certain circumstances, a telemedicine appointment may be recommended or offered by our phone triage staff. If a telemedicine appointment is offered, additional forms will be required prior to the visit. Failure to complete the required forms or appear for the telemedicine appointment will result in a Missed Appointment Fee.

Weekday Clinic Hours

Monday-Thursday: 8:00 a.m. to 5:00 p.m.
Friday: 8:00 a.m. to 4:00 p.m.

Weekend Appointments

Weekend appointments are available at our Medical Center location only. Weekend appointments are available for urgent care and acutely-ill established patients.

On weekends, we open and begin scheduling appointments at 8 a.m. The office closes at 12 noon or after the last scheduled appointment (whichever comes first).

All patients *must* have an appointment to be seen. Online scheduling may not be available on weekends.

On the weekends, there will be a convenience fee billed to your insurance. If the fee is not covered by your insurance, you may be responsible.

After Hours Call

After the clinic closes, our families may utilize the Methodist Children's Hospital Nurse Triage Service at (844) 70-NURSE [844-706-8773] for medical-related questions. A designated Southwest Children's Center physician is available for any calls needing a physician's attention, which is routed through our after-hours answering service.

Holiday Appointments

Our office is closed on New Year's Day, Easter Sunday, Independence Day, Thanksgiving Day and Christmas Day.

Our office is usually open for urgent care and acutely-ill established patients on all other holidays at our primary location at the Medical Center only.

On select holidays, we are open and begin taking appointments at 8:00 a.m. The office closes at 12 noon or after the last scheduled appointment (whichever comes first). On holidays, there will be a convenience fee billed to your insurance. If the fee is not covered by your insurance, you may be responsible.

All patients *must* have an appointment to be seen. Online Scheduling may not be available on holidays.

Patient Portal

Southwest Children's Center, P.A.'s patient portal is available for all patients and families. We strongly urge parents and legal guardians to obtain access to their child's patient portal.

On our portal, you may view your upcoming visits, view your child's medical record, view, print or email their vaccination record, communicate with our office, complete the pre-check-in process and make payments.

To obtain access to your child's medical records, please request access from one of our front office specialists.

Nurse Triage

As a convenience to our patients, our experienced phone triage staff is available to you during office hours to answer medical questions or concerns. Our experienced triage staff can provide symptom management and guidance, advise when medical care is necessary and directly communicate with your physician for your child's medical needs.

You can reach one of our experienced triage team through the phone triage line. You may also utilize the patient portal to communicate a non-urgent phone triage inquiry to our nursing staff. Turnaround time for non-urgent inquiries is 72 hours. The non-urgent phone triage inquiry portal message is not intended for emergencies or acute illnesses requiring immediate or timely assistance.

Prescription Refills/Form Completion

Our patient portal offers you a convenient 24-hour means to request refills for certain chronic illnesses, such as ADD/ADHD, Asthma, Allergy and Mental Health. The turnaround time for processing all prescription refills is 2-3 business days.

Please also utilize the portal for the completion of medical forms for your child. The turnaround time for the completion of forms (listed below) is 3-5 business days:

- FMLA
- Daycare Form
- Camp Forms
- Asthma Action Plans
- Medication Forms
- Sports Physical Forms

Should you need your form sooner than 3-5 business days, you may expedite your request for an additional fee. Certain forms may not be eligible for expedited processing.

Referrals

Our office has a dedicated referral team to assist our established families with their referral needs. Families are encouraged to utilize the patient portal for referral requests for inquiries for their child. Portal requests for referrals are always processed in a non-urgent manner. Typical turnaround time for a referral request is 2-4 business days.

Should you have an urgent referral or a referral issue needing immediate attention, you may call our referral department directly at (210) 614-8687 ext. 2507.

Immunization Policy

Southwest Children's Center, P.A. follows the immunization guidelines recommended by the American Academy of Pediatrics, Advisory Committee on Immunization, and the State of Texas. As healthcare professionals, we strongly believe that all children should follow the vaccination schedule and that not adhering to this schedule can put your children and others at risk for preventable serious illness or death.

E-Prescribing

Our office utilizes electronic prescription prescribing (e-prescribing) which electronically transmits your child's prescriptions to the pharmacy of your

choice. E-Prescribing minimizes errors, increases efficiency and reduces lost prescriptions. Make sure to provide the correct pharmacy information during your child's visit.

Requesting Records

Should you need any part of your child's medical records released, you will need to complete the "Authorization to Disclose PHI" Form, available on the patient portal and on our website. This form must be completed in its entirety in order to be processed. Fees may apply for the request of medical records. Please allow up to 15 days for the processing of your child's medical records request. Should you need your child's medical records requested sooner, you may expedite your request for an additional fee.

E-Newsletter and E-Mails

Occasionally our office will send out e-newsletters and important e-mails notifying of upcoming events, such as weekend influenza clinics, or arrival of the influenza vaccine at our clinic. Be sure to opt in for the e-newsletter and important e-mail alerts on your new patient packet to stay up-to-date.

Text Message

Southwest Children's Center utilizes text messaging for appointment reminders, billing notifications, collection alerts, portal notifications and general office notices. If you opt out of receiving text notifications, you opt out of all text messages from Southwest Children's Center. It is extremely important that you consider NOT OPTING OUT of receiving these

notifications as this will compromise our ability to reach you.

Ear Piercing

Ear piercings are available for children aged 3 months and up. Patients must be up-to-date with their immunizations prior to piercing.

Southwest Children's Center, P.A. utilizes the Blomdahl® Medical Ear Piercing System, a system only available to physicians, which offers sterile equipment and nickel-free, hypoallergenic earrings to minimize the health risks associated with ear piercing. All ear piercings are performed by physicians within the office.

Concerns/Complaints/Feedback

We take your feedback seriously and appreciate every opportunity to improve the service we provide. We need to hear from you if there ever is a time we do not meet your expectations. Our goal is to make your experience in our office a great one, so if we fall short, please let us know.

We've streamlined the way to communicate all feedback to our office. Visit our website, where you will find the "Concerns, Compliments and Complaints" button on the home page, where our feedback is monitored daily. Please utilize the appropriate section to describe any concern, compliment or complaint you may have in detail. . Our management team will review, address and respond to your feedback within 5 business days, if necessary.

We welcome all feedback, good and bad, and we appreciate every opportunity to praise our staff when deserved/warranted.

*Note: Our policies and procedures are subject to change at any time.

NEW BABIES

Hospital Stay and First Appointment

Southwest Children's Center's newborns are cared for by the Texas Inpatient Pediatric Services (TIPS) while in the hospital. Be mindful to register your baby under your Southwest Children's Center pediatrician's name while at the hospital. This ensures all information is transferred to us and TIPS is notified of the arrival of your new baby. A TIPS physician will see your baby within 24 hours of delivery and will continue to do so daily until discharge.

It is very important that all our babies have a clinic appointment within 48 hours of discharge.

Insurance

Your new baby will *need to be added* to your insurance policy before they are 30 days old. Insurance companies typically give a 30-day period to make changes or additions to your policies for qualifying events, such as the birth of a child. Once the qualifying event period (usually 30 days for the birth of a child) has ended, your insurance may deny pay for any claims for your child beyond the 30 days.

PARENT RESOURCES

As a pediatric practice, we are always seeking to provide you care and information that will improve the health of your children. Reliable sources of information on a range of pediatric topics are available at many places on the web.

Unfortunately, not all information is based on fact. We suggest several sites that provide reliable, and time sensitive information about a wide variety of current events and general pediatric topics.

The following sites are ones we recommend:

- Southwest Children's Center, P.A.
www.southwestchildrenscenter.com
Toolkit
- American Academy of Pediatrics
www.aap.org

Books we recommend:

- [Caring for Your Baby and Child: Birth to Age 5](#) by Steven P. Shelov
- [Baby 411](#), by Ari Brown and Denise Fields

NEWBORN DISCHARGE INFORMATION

Please assure you that you bring a discharge sheet with the following data to the first clinic visit after discharge from the nursery.

Gravida/Parity

Maternal Group B Strep Status

Birth Weight*

Discharge Weight*

Direct Coombs Test*

Maternal Blood Type*

Infant Blood Type*

Bilirubin at 24 Hours*

Bilirubin, Subsequent*

Rupture of Membrane

Length of Rupture

Method of Delivery (Presentation, Forceps, or Vacuum Extraction)

Antibiotics Given in Labor (Number of Doses, Time of Last Dose)

Apgar 1 Minute and 5 Minutes

Maternal Fever*

RPR

Rubella

HIV

Hepatitis B

Herpes

Hearing Screening (Algo)

Number of Vessels in Umbilical Cord

***VITAL INFORMATION FOR YOUR PEDIATRICIAN**

NEWBORN SCREEN (PKU TEST)

Your new baby will need to have the 2nd newborn screen (PKU test) performed on or after seven days of age. Laboratory order from your physician is required.

To prepare for your baby's screening, please bring the following:

- Identification card
- Insurance card
- Physician's order

Kids Express

Located on Sublevel 2 of Methodist Hospital

Address: 7700 Floyd Curl Drive

Phone: 210-575-7101

Option 1 to schedule your appointment

Hours: Monday – Friday 7:00AM to 7:30PM

Saturday 9:00AM to 12:30PM

Closed Sunday

By appointment only. Note: Patients must register 30 minutes prior to closing

For direct access, please park in Garage 1 and take the elevator to Sublevel 2. Valet parking is available at the Methodist Hospital Main Entrance.





ROUTINE WELL VISIT & VACCINE SCHEDULE

0-2 week Well Baby Check-Up and Vaccines
Hepatitis B # 1

2 month Well Baby Check-Up and Vaccines

- ASQ Developmental Questionnaire
- DTaP/IPV/HIB #1 (Combination Vaccine)
- Rotavirus # 1
- Hepatitis B# 2
- Pneumococcal Conjugate # 1

4 month Well Baby Check-Up and Vaccines

- ASQ Developmental Questionnaire
- DTaP / IPV / HIB # 2 (Combination Vaccine)
- Rotavirus # 2
- Pneumococcal Conjugate # 2

6 month Well Baby Check-Up and Vaccines

- *Must be 6 months of age or older for vaccines.**
- DTaP / IPV / HIB # 3 (Combination Vaccine)
- Rotavirus # 3
- Pneumococcal Conjugate # 3

9 month Well Baby Check-Up and Vaccine

- ASQ Developmental Questionnaire
- Hepatitis B# 3
- Fluoride Varnish

12 month Well Baby Check-Up and Vaccines

- *Must be on or after the 12-month birthday for vaccines.**
- ASQ Developmental Questionnaire
- MMR # 1
- Varicella # 1
- Pneumococcal Conjugate # 4
- Hepatitis A # 1
- TB Questionnaire (PPD if needed)
- CBC
- Fluoride Varnish

15 month Well Baby Check-Up and Vaccines

- DTaP / IPV / HIB # 4 (Combination Vaccine)
- TB Questionnaire (PPD if needed)
- Fluoride Varnish

18 month Well Baby Check-Up and Vaccines

- ASQ & MCHAT Developmental Questionnaires
- Hepatitis A # 2
- TB Questionnaire (PPD if needed)
- Fluoride Varnish

24 month Well Child Check-Up

- ASQ & MCHAT Developmental Questionnaires
- TB Questionnaire (PPD if needed)
- Catch up any missed vaccines

30 month Well Child Check-Up

- ASQ & MCHAT Developmental Questionnaires
- TB Questionnaire (PPD if needed)
- Catch up any missed vaccines
- Fluoride Varnish

3 year Well Child Check-Up

- Blood Pressure / Heart Rate
- Vision Screen
- Catch up any missed vaccines

4 year Annual Well Child Check-Up & Vaccines

- *Must be on or after the 4-year birthday for vaccines.**
- DTaP # 5
- IPV # 5
- MMR / Varicella # 2 (Combination Vaccine)
- Vision / Hearing Screen
- Blood Pressure / Heart Rate

5-10 years Annual Well Child Check-Up

- Vision / Hearing Screen
- Blood Pressure / Heart Rate

11-12 years Annual Well Child Check-Up & Vaccines

- Tdap
- Meningococcal Vaccine (#1)
- Human Papillomavirus Vaccine (Gardasil) series
- Vision / Hearing Screen
- Blood Pressure / Heart Rate
- PHQ-9 Questionnaire (12 years only)

13-15 years Annual Well Child Check-Up

- Vision / Hearing Screen
- Blood Pressure / Heart Rate
- Catch up any missed vaccines
- PHQ-9 Questionnaire

16-18 years Annual Well Child Check-Up & Vaccines

- Meningococcal Vaccine (#2)
- Vision / Hearing Screen
- Blood Pressure / Heart Rate
- PHQ-9 Questionnaire

Influenza vaccine is recommended yearly for all children age 6 months and older (especially individuals with certain risk factors: asthma, diabetes, chronic lung disease, congenital heart disease). Please ask your pediatrician or nurse for more information.

For more information on vaccines, please visit these websites:

www.southwestchildrenscenter.com

www.aap.org

