

Welcome to SF Bay Pediatrics! We are delighted you have chosen us! Our number one priority is ensuring your children remain happy and healthy. Please read the following pages for more information about our practice.

CLINIC HOURS

Monday	9AM - 5PM
Tuesday	9AM - 5PM
Wednesday	9AM - 5PM
Thursday	9AM - 5PM
Friday	9AM - 5PM
Saturday	CLOSED
Sunday	CLOSED

***Our office is closed for LUNCH
from 12:20PM - 1:20PM***

**Holidays may affect these hours*

LOCATIONS



San Francisco Location:

525 Spruce St. Suite 3
San Francisco, CA 94118

☎ (415) 668-8900

🖨 (415) 668-1695



Mill Valley Location:

591 Redwood Hwy. Suite 5215
Mill Valley, CA 94941

☎ (415) 381-5400

🖨 (415) 381-9999

TYPES OF APPOINTMENTS

Well Child Visits

Wellness Exams are essential for your child's vibrant future. Even if your child appears healthy, these yearly check-ups are the most proactive way to ensure they stay on track.

Key Benefits:

- **Track Growth & Milestones:** We assess height, weight, and developmental milestones against peer data and past records to confirm healthy, consistent growth.
- **Early Detection & Prevention:** Professional exams detect "silent" issues like vision loss, hearing loss, scoliosis, or nutritional deficiencies before they impact school or social life.
- **Essential Immunizations:** Ensures your child is current on vaccinations against serious illnesses (e.g., measles, mumps, polio).
- **Mental & Emotional Health:** A safe space to discuss academics, peer relationships, and screen for anxiety or depression.
- **Parent Partnership:** A dedicated time for you, the expert on your child, to ask questions about nutrition, sleep, and behavior.

A Trusted Foundation for Health

Prioritizing well exams helps your child build a trusting, invaluable relationship with their healthcare provider, establishing open communication as they grow into independent young adults managing their own wellness.

Sick Visits / Problem Based Visits

When your little one isn't feeling well, we're here to help. We prioritize our **Sick Child Visits** and keep dedicated spots open every day so your child can be seen quickly. To give every child our full focus, we ask that you book a **separate appointment** for each sibling.

If you suspect your child has something very contagious (like chickenpox or a high fever with a rash), please give us a heads-up when you call! We may have you use a **private entrance** to keep our waiting room—and your family—as safe as possible.

Check-in

- Inform us of any changes to insurance, address, or phone number.
- Make any co-pay and balance payments.
- Please bring your insurance card to every appointment or you may be required to pay out-of-pocket for the visit.

EMERGENCIES

For life-threatening emergencies, call 911 immediately.

For all other urgent concerns, please call our office during business hours and speak with one of our advice nurses. Or send us a message via MyChart. We are here to help guide you through this stressful time and potentially save you an unnecessary trip to the Emergency Room.

See After Hours Care Page for more information about Emergency Visits and Urgent Care

CANCELLATION POLICY

If you cancel or change your appointment without 24 hours notice, there will be a missed-appointment fee of **\$75**. This applies to scheduled same-day appointments as well.



AFTER HOURS CARE

After Hours Advice Nurse Line: (415) 668 - 8900

*Available weekdays overnight 5PM - 9AM and 24 hours on weekends and holidays
(Contacting the After Hours Nurse line will result in a charge that is billed through your insurance.
For more information please visit our website.)*

UCBP Pediatric After Hours Clinic in San Francisco: (415) 502 - 7000

3838 California Street, Suite 111

San Francisco, CA 94115

<https://after-hours-clinic.ubcp.org/>

MarinHealth Pediatric Urgent Care: (415) 925 - 8070

4000 Civic Center Dr. Suite 2060

San Rafael, CA 94939

<https://www.mymarinhealth.org/locations/pediatric-after-hours-care/>

Dignity GoHealth Clinics:

Find a clinic closest to your home

<https://www.gohealthuc.com/>

EMERGENCY ROOMS

CPMC VNG Pediatric ER:

1101 Van Ness Ave, San Francisco, CA 94109

UCSF Benioff Mission Bay Pediatric ER:

1975 4th St. 1st Floor, San Francisco, CA 94158

MarinHealth Medical Center:

250 Bon Air Rd, Greenbrae, CA 94904

BILLING POLICY

Understanding Your Financial Responsibility

While we accept many health plans, it is important to know that we cannot track the specific details of every policy. You are responsible for understanding your insurance benefits, including any deductibles, copayments, and necessary authorization requirements, before you receive services. We strongly recommend that you contact your insurance company directly with any questions about your coverage.

Payments Due at Time of Service

- **Copayments:** Your copayment is due at the time of your visit. A missed-copayment fee will be applied if payment is not made at this time.
- **Deductibles and Coinsurance:** These amounts are also expected to be paid at the time of your visit.
- **Proof of Insurance:** Please bring your current insurance card **to every appointment**. If you cannot provide valid proof of insurance when you arrive, you will be required to pay the full cost of the visit.

Preventive Health Visits

- **Newborn Coverage:** Newborns are covered for the first 30 days after birth (grace period), but you must enroll your newborn with your insurance during this time. Proof of insurance is required after 30 days; otherwise, you will be fully responsible for the cost of all services.
- **Coverage Verification:** Most health plans cover one preventive physical exam per calendar year, though some require a 365-day waiting period between physicals. Because policies vary, please contact your insurance provider before scheduling your child's well exam to confirm coverage. We cannot provide specific coverage details as they are determined by your individual plan.
- **Acute Illness during Well Exam:** If the physician addresses a separate medical condition or acute illness during a preventive visit, your insurance may require a distinct copayment for that service. In this specific scenario, you will be billed for the copayment after the visit and will not be charged the missed-copayment fee.

Methods of Payment and Additional Fees

- **Accepted Payments:** We accept credit cards and checks. You can also conveniently make payments online through MyChart.
- **Document Processing:** A processing fee is applied for the completion of documents (e.g., school forms, camp forms) when they are not submitted in conjunction with a preventive health visit. Detailed information is available on our website.
- **After-Hours Advice Nurse:** Your insurance will be billed for calls made to our After-Hours advice nurse service.



ADDITIONAL POLICIES

PRESCRIPTIONS

Our policy is to issue new prescriptions only after the patient has been seen by the physician. Refill requests should be during regular business hours. Be aware that prescription refill requests may not be authorized until the next business day. Have your pharmacy name, street, city, and phone number available.

Please request refills at least 7 days before your current supply runs out to ensure there is no gap in your treatment.

IMMUNIZATION INFORMATION

Your child's health is best protected by receiving all recommended immunizations and booster injections on schedule. If we find that a recommended immunization is not covered by your insurance, we will discuss the available options with you.

At SF Bay Pediatrics, we are strongly committed to preventative care, with immunizations being a critical component in protecting children from dangerous diseases. We fully support and adhere to the infant, childhood, and adolescent vaccination recommendations set forth by the American Academy of Pediatrics.

American Academy of Pediatrics (AAP)

<https://www.aap.org/>

Immunization Action Coalition

<https://www.immunize.org/>

Children's Hospital of Philadelphia Vaccine Education Center

<https://www.chop.edu/vaccine-education-center/about-vec>

Vaccinate your Baby

<https://vaccinateyourfamily.org/>

"Vaccine Safety Research, Data Access, and Public Trust"

(Washington: Institute of Medicine, 2005)

<https://www.nationalacademies.org/publications/11234>

