**Primary, Complex Care**

**& Adolescent Medicine**

**1919 East Thomas Road**

**Ambulatory Building, Floor 2**

**Phoenix AZ, 85016**

**Welcome and thank you for choosing our team of experts to care for your child.**

**ABOUT US**

Phoenix Children’s Division of Primary, Complex Care and Adolescent Medicine provides compassionate and collaborative primary and complex care for patients from birth to 21 years of age in a comprehensive, family-centered medical home while inspiring excellence in the next generation of physicians.

We are a hospital based academic practice associated with several universities and the only pediatric training program in the Valley. Your visits may include medical students and/or physician residents whom our attending physicians supervise.

Your child is our priority and we are committed to providing the most up to date and innovative healthcare available.

**SERVICES WE PROVIDE**

* **Well Child Care** (Check Ups)
  + Immunizations
  + Vision and Hearing Screening
  + Developmental Screening
* **Sick Visits**
* **Circumcision**
* **Adolescent Medicine Clinic**
* **Management of Chronic Illnesses and Children with Medical Complexity**
* **Medication Management**
* **Radiology/Laboratory Testing**
* **Referral Services**

**HOURS & CONTACT INFORMATION**

Monday – Friday 8:00 am – 5:00 pm

**Phone:** (602) 933-0945

**Fax:** (602) 933-4263

**Same Day Sick Appointments:**

We strive to provide same day appointments so that your child may be assessed as quickly as possible when ill.

**After Hours Nurse Triage Line:**

Available Nights, Weekends, and Holidays

**Late Policy:**

Our policy is to reschedule any patient who arrives more than 15 minutes after their appointment time.

**OUR ATTENDING PHYSICIANS:**

|  |  |
| --- | --- |
| Dr. Sarah Beaumont | Dr. Wendy Bernatavicius |
| Dr. Veenod Chulani | Dr. John Hartley |
| Dr. Donna Holland | Dr. Michelle Huddleston |
| Dr. Brett Hurliman | Dr. Allysa Kehring |
| Dr. Joanna Kramer | Dr. John Robb Muhm |
| Dr. Katy Mullens | Dr. Lilia Parra-Roide |
| Dr. Janice Piatt | Dr. Kristen Samaddar |
| Dr. Philip Traquair | Dr. Angela Valdez-Huizar |

**PREPARE FOR YOUR VISITS**

* Write down questions for your provider.
* Bring a complete list of medications, includ
* Bring a copy of your child’s shot record.
* Bring a copy of any recent hospital, emergency room, or urgent care visits.
* Bring contact information for any other providers your child has seen.
* Bring any Durable Medical Equipment requests, medication refill needs, and referral requests.

**To ensure that your child receives the best care from our team and that you understand what to expect as you visit our Clinic, please review the following frequently asked questions.**

**If I need to contact the office with a question, when is the best time?**

* Monday through Friday from 8 am-5 pm. Phone calls are answered according to medical urgency.
* You can sign up for **Follow My Health** (Patient Portal) and send a message electronically. If you need to register for a Patient Portal, please contact us at (602) 933-9300 to receive an invitation via email.
* If calling the General Pediatric Clinic after hours nurse triage line, you may leave a message (option #3) or if urgent, you may remain on the line to reach Valley Pediatric Triage.

**My child had labs drawn today. When will we get the results?**

* Lab results can take from **1 day to 2 weeks** to reach our office.
* The provider who ordered the labs will review the results and make a plan of care, if necessary.
* Some lab results may be available on **Follow my Health** (Patient Portal).

**The doctor ordered a radiology exam today. When will this get done?**

* Urgent radiology exams may be performed the same day as your clinic visit. Non-urgent testing will be authorized by your insurance prior to being scheduled (**Note:** This can take up to 14 days).
* Please call PCH Radiology scheduling (602-933-1215) if they have not called you after 2 weeks.

**How do I schedule my child’s follow up clinic visit?**

* Your physician will give you an End of Visit summary that states when your next appointment is needed.
* If you would like to call yourself to schedule an appointment, please call our clinic at (602) 933-0945 and choose option #2 for “Scheduling”.
* If you need to reschedule a missed appointment, please call ASAP as our appointment slots fill up quickly.

**What do I do if my child’s prescription needs to be refilled or I run out of medication?**

* Call your Pharmacy. Your Pharmacy will know if you have refills and can guide you through the process.
* Call at least one week before your medication is needed to ensure your medication refill arrives on time.
* Please **allow 2-3 working days** for expired refills to be sent from our office to your Pharmacy. In some cases, insurance authorization may take longer before medications will be approved and filled.
* If your child has **missed their last appointment**, a clinic visit may be required before a prescription refill can be authorized.

**What if I have paperwork that needs completed?**

* Please give all paperwork to your doctor during your appointment, drop it off at the front desk, or fax it to (602) 933-4263.
* Please **allow 1-2 weeks** to complete paperwork depending on what is requested.

**PLEASE REFER TO OUR WEBSITE FOR MORE INFORMATION**

**https://www.phoenixchildrens.org/centers-programs/general-pediatrics**