



**PHOENIX  
CHILDREN'S**  
*Medical Group*

# 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. Veenod Chulani

Dr. Donna Holland

Dr. Brett Hurliman

Dr. Joanna Kramer

Dr. Katy Mullens

Dr. Janice Piatt

Dr. Philip Traquair

Dr. Wendy Bernatavicius

Dr. John Hartley

Dr. Michelle Huddleston

Dr. Allysa Kehring

Dr. John Robb Muhm

Dr. Lilia Parra-Roide

Dr. Kristen Samaddar

Dr. Angela Valdez-Huizar

## PREPARE FOR YOUR VISITS

- Write down questions for your provider.
- Bring a complete list of medications, include
- 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 **MAKE AN APPOINTMENT** or for our **AFTER HOURS NURSE TRIAGE:** (602) 933-0945

**In case of emergency, please call 911.**

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.

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

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

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