

# Crown Colony Pediatrics

Dr. Beata Brzozowska, M.D. | Dr. Barbara E. Angus, M.D. | Dr. Lisa Corkins, M.D.  
Dr. Lisa Natkin, M.D. | Dr. Molly Urquhart, M.D.

<b>OFFICE HOURS:</b>	Monday – Thursday	8AM – 7PM, 5PM – 7PM <i>Sick Only</i>
	Friday	9AM – 5PM
	Saturday & Holidays	9AM – 4PM <i>Sick Only</i>
	Sunday	9AM – 1PM <i>Sick Only</i>

## POLICIES & PROCEDURES

**We take calls for appointments during office hours. Evening and Sunday hours are for emergency sick visits only. Please refrain from wearing perfume when coming into the office. Many children and adults have allergies to perfume.**

We see patients **by appointment only; you should always call before coming into the office.** In case of illness, we will **always** see a sick child, but we try to schedule the appointments at reasonable intervals. Because of the unpredictability of illness in the pediatric population, we often cannot follow a precise schedule. We ask for your tolerance and patience with the knowledge that each child will receive proper attention. We do our best to keep waiting room time to a minimum.

Well child visits are scheduled in advance according to availability. If you have a special preference for days/times/doctors, please call **at least** four weeks in advance so we may accommodate your needs. We try to accommodate your request for a specific physician, but we cannot guarantee these requests always be met, due to coverage and scheduling constraints.

### Emergencies and Phone Calls

If you have a problem that is a non-emergency, you should call the office during regular hours. We take calls all day and most calls can be handled by the receptionists or the nurses. We will **always** see a sick child at your request.

After office hours, the answering service will take emergency or sick calls only. Please do not call the answering service for appointments. Unless you have a life threatening emergency, do not take your child to a hospital or clinic without calling us first. One of the doctors is always available to talk with you. If you are sent to the emergency room by one of the physicians, please call the office the following day so we may take care of any referrals required by your insurance company.

When you reach the answering service, you should give a phone number where you can be reached, **you must de-activate your block by pressing \*87. You are able to re-activate this service after we call you back by pressing \*77.** Be sure to keep your phone line open as the doctors cannot continue to call multiple times if the line is busy. Also, keep a pencil and pad of paper next to the phone as well as the number of your pharmacy. If you do not hear from us **within 15 minutes**, call the service again. Sometimes errors are made in recording messages and numbers. In any case, if the child is worse or no better, you should let us know immediately. If you are uncomfortable with the child's condition, we will always see the child or refer the child for appropriate evaluation.

### Well Baby Care

We follow the recommendations of the American Academy of Pediatrics in regards to scheduling well child visits and immunizations. If you have any reservations regarding immunizations you should speak to one of the doctors before scheduling an appointment. Due to the large amount of sick children who are seen in the winter months, we ask that if your child is over four years old, you try to schedule their yearly exam in the spring or summer months. It is very important to bring your child in for regular health maintenance visits to monitor growth and development and to prevent illness. For physical exams, we **require a parent** to accompany the child to the visit. We will see a child brought in by another adult caretaker **for sick visits only** and a **written consent must be signed** by the parent in order for us to treat the child. If the caretaker will be bringing the child in routinely for sick visits, please let us know so we can file a consent form in your child's chart. **Please arrive 15 minutes prior to your scheduled appointment, so you can complete the necessary paper work. Paper work can also be completed online if you are web enabled.** If you are significantly late for scheduled routine appointments, we may need to reschedule, so that other patients will not be inconvenienced.

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## Medical Records

We keep a standard medical record on each child in the office. You will be given an immunization booklet by the hospital where your child is born or at your first visit in the office. Please bring this with you at each visit so we can update it accordingly. We encourage parents to keep a record on each of their children including illnesses, accidents, allergies, etc. If you need medical records copied for another physician, please allow two weeks for copying. Call the office before coming in to pick them up as we do not mail records due to the risk of them becoming lost.

## Waiting Area

We have two waiting areas. One is for sick children with communicable diseases or illnesses. Please sit in the sick room with your children if they are ill. Due to the large volume of patients, the waiting areas sometimes become crowded. Please avoid bringing extra children if possible.

After you are brought down to the exam room, we ask that you remain in the room with your child. Please bring an extra diaper when you come in for an office visit as we usually need to remove the diaper to examine the child.

There are plenty of books and toys for the children to play with. It is a good idea to buy a book about visiting the doctor (Bernstein Bears or Books by Richard Scarry) and read them to your child several times before coming in for a checkup. This familiarizes the child with a routine exam and helps to allay some anxiety. There are colored stethoscopes in the exam rooms for the children to play with. We ask that you do not allow your child to touch any other equipment as it is expensive and difficult to repair. Please do not allow your child to play with the scale.

If your child needs to use the bathroom while waiting to see the doctor, **please ask before** allowing them to go to the bathroom. **A urine sample may be needed.**

## Referrals

If one of our doctors refers your child to a specialist, please let the front desk know if you need a referral from our office. If a referral is required, please allow 7 business days for a non-emergency referral to be done. Some insurance companies take this amount of time to approve a referral. **We cannot do referrals on the same day as the visit to the specialist.**

## School Forms, Camp Forms, Etc.

We complete forms once a week. If you include a stamped addressed envelope, we will mail the forms as soon as it is completed. If you wish to pick your form up, please allow us one week to complete the form for you.

## Payment Policy

In an effort to keep our fees as low as possible while maintaining a well-staffed office, we ask for payment at the time of service if your insurance does not cover your visit. If you have a problem paying your bill, please contact the office so we can set you up on a budget. If an account becomes over 60 days old, a \$5.00 billing charge will be added per month. A fee schedule is available upon request.

## Privacy Policy

We continue to strive toward compliance with the health insurance portability and accountability act of 1996 (HIPAA). Therefore, we require you to sign a release for us to share your private information with anyone. For more details see our privacy notice.