



San Diego Pediatrics

Welcome

Our team of health professionals is dedicated to providing children with quality medical care. Please note the following office policies to help us meet this goal.

Hours San Diego Pediatrics is open Monday through Friday from 8:30 am to 5:00 pm. Our triage nurse is available during business hours to answer questions and assist in scheduling appointments. We have a physician on call 24 hours a day, 7 days a week for urgent matters that arise outside regular business hours. At times we share this responsibility with La Mesa Pediatrics, another private practice in the area. **For emergencies, please call 911.**

Appointments Well appointments, or physicals, are scheduled in advance. Providers are scheduled adequate time to examine each child thoroughly and answer the family's questions and concerns.

Sick appointments are scheduled daily. If you feel your child may need to be seen, please contact our office as early in the day as possible. Leave a voicemail for our triage nurse, including your child's name, date of birth, a brief description of child's symptoms and a call back number. All calls will be returned as quickly as possible.

We cannot accommodate walk-ins. This includes siblings of children that have previously scheduled appointments. We will only schedule walk-ins when availability in the schedule permits. In most cases there is a very long wait or we will schedule an appointment for the next business day. For the comfort and convenience of you and your child, please call our office before coming in with a sick or injured child. Urgent conditions may need to be referred to an Urgent Care Center or Emergency Room.

Waiting For the health and well-being of our patients, we have two waiting areas. The Well Waiting Room is for routine physicals, injuries, and non-contagious follow up appointments. The Sick Waiting Room is for possible contagious conditions, such as vomiting, diarrhea, runny nose, cough, or rash. If

there is any question as to which side you should go, please ask our triage nurse while scheduling your appointment or our receptionist upon arrival.

Cancelling Missed appointments result in lost opportunities to help our patients. Please notify San Diego Pediatrics as soon as you can when you are unable to keep a scheduled appointment so we have the opportunity to dedicate that time to another child in need of an appointment. **Appointments that are not canceled at least one business day in advance will result in a \$25 No-Show Fee.** Please see our No-Show and Late Cancellation Policy for further detail.

How did you hear about us? We would like to thank them for the referral!

- insurance company
- our website
- Yelp
- HealthGrades
- Yellow Pages
- Grossmont Nurses
- Mary Birch Nurses
- We have other children under your care
- Friends and/or Family: who? _____
- OBGYN or other Doctor: who? _____
- Other? _____