

TELEPHONE TRIAGE ADVICE

During office hours: The most efficient way to receive medical advice is to use the Klara texting platform to send a question. You may also call the office and follow the prompts to leave a voicemail. If the problem is not urgent, our goal is to respond to advice questions within three hours. Clinical staff are trained and available to discuss problems and concerns you have regarding your child. They follow standard pediatric protocols and will consult with a physician whenever necessary. Some problems cannot be evaluated over the phone, and you will be instructed to schedule an appointment.

After office hours: Whenever possible, we ask that calls for medical advice be made when the office is open. Our staff have direct access to your child's medical record. If an urgent problem arises and you cannot wait for the office to open, please call our After-Hours number. Your information will immediately be sent to the call center at WakeMed and a nurse will contact you to offer advice approved by our physicians. The call center can also contact our on-call physician if needed. *Messages sent through the Klara texting platform are not monitored outside office hours.

Should you go? Unless your child is experiencing a medical emergency, please request medical advice before going straight to the Emergency Department whenever possible.

HOSPITAL AFFILIATION

Our physicians have an affiliated status and access to records with both WakeMed and UNC/Rex Healthcare. Newborns are cared for by the newborn specialists and admitted children by the hospitalists at both facilities. If your child ever needs emergency services, we recommend the WakeMed Children's Emergency Department, however there are many excellent hospitals in the Triangle area. You should always check your insurance and go to an in-network facility.

PAYMENT FOR SERVICES/INSURANCE

Payment and/or proof of insurance is required at each visit.

We accept Visa, MasterCard, Discover, personal checks, cash, and expect payment from the person accompanying the child. If the absent parent has financial responsibility, we must ask for payment from you and allow you to make arrangements with the responsible party. We contract with several insurance companies for which we will accept a co-payment and file for services. Please visit our website for a current list of our contracted insurance companies and complete financial policy.