

## **PRESCRIPTION REFILLS**

Call our office during regular office hours and a nurse will address your prescription refill requests. If a nurse is not available, you may leave the information on their voice-mail and they will return your call. Please allow 24 hours for prescription refills.

## **ADD/ADHD PRESCRIPTION REFILLS**

ADD/ADHD prescription refill requests will only be accepted when accompanied by a completed Teacher/Parent Medication Update Form. The request must be received at least one week before the next refill is needed. ADD/ADHD medications are controlled substances and therefore we are unable to fax or phone prescriptions in to the pharmacy. The written prescriptions must be picked up at our office.

## **SCHOOL/PHYSICAL FORM COMPLETION**

All children requiring completed school or physical forms must have had a well checkup within the last year. When possible, please bring the form to your child's scheduled well checkup appointment and it will be filled out at that time. If needed, you may also drop the form off at our office, allowing 48 hours for completion.

## **INSURANCE AND COPAYS**

Our office accepts most insurance plans. If you are uncertain, please contact our billing specialist. We require a copy of your current insurance card at every office visit. Copays and/or deductibles are due at the time of service.

The physicians and staff of Seaside Pediatrics are dedicated to providing quality medical care and health maintenance for infants, children and adolescents in a small office environment.

We pride ourselves in having a friendly, personable staff to provide each patient with excellent care.

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### **Our Providers:**

**Dr. Edgar O. Horger IV, MD**

**Dr. J. Beth Jaskolka, MD**

**Dr. Elizabeth K. Meine, MD**

**Ashley F. Putney, PNP**

*Thank you for choosing  
Seaside Pediatrics!*



**Seaside Pediatrics**



## **Information and Office Policies**

1606 Wellington Avenue  
Suite E  
Wilmington, NC 28401

**Phone: (910) 452-1999**  
**Fax: (910) 452-1883**  
**[www.seasidepeds.com](http://www.seasidepeds.com)**

Hours:  
Monday-Friday  
8:30 am-5:00 pm

# Welcome to Seaside Pediatrics!

**Thank you for allowing us to provide health care for your children. Our providers and staff strive to give you and your family the friendly and individualized care you deserve. We hope this brochure will guide you through our office policies.**

## COME MEET OUR PROVIDERS

Expectant parents are invited to join our providers at one of our monthly Expectant Parent Meetings. You will have the opportunity to speak with them and ask any questions you may have. The meetings are usually on a Thursday evening in the second half of each month. In order for your new baby to join our practice **you must call to register and attend one of these monthly meetings.** We ask that you come to the meeting in the month or two preceding your due date. The number of newborns accepted into our practice each month is limited.

## NEWBORN CARE

One of our providers will visit you and your new baby in the hospital after birth and address any concerns you may have. If you choose to have your male infant circumcised, this procedure can be done at the hospital or in the office when necessary.

## WELL CHECKUPS

Well checkups are an important way to track the growth and development of your child, and to stay current with important immunizations. The American Academy of Pediatrics recommends the following schedule of routine exams: 1-2 days after newborns are discharged from the hospital; at 2 weeks; monthly at 2, 4, 6, 9, 12, 15 and 18 months; 2 years and then annually.

## TO SCHEDULE A WELL CHECKUP

Please call our office 4-6 weeks ahead of time to schedule all annual well child checkups and sports physicals. We ask that you schedule appointments with the next available provider. This will allow your child to rotate through all of the providers in our office, which will in turn reduce the waiting time before the next available appointment for your child, as well as our other patients.

## IF YOUR CHILD IS SICK

A triage nurse is available during office hours to answer any questions you may have about acute illnesses or to address other concerns. If a nurse is not available, you may leave a message and she will call you back as soon as possible. If your child is sick and needs to be seen, please call for an appointment. Patients are seen by appointment only in an effort to reduce the wait time for you and your family. Please understand that if you are told that your child is being "worked in", your wait time could be longer than usual. Your patience is appreciated.

## IF YOUR CHILD IS SICK AFTER HOURS OR OVER THE WEEKEND

After hours phone calls are forwarded to a group of specially trained RNs that will discuss your child's health concerns with you and contact an on-call physician if needed. Weekend clinic hours are offered by our call group and can be accessed by calling our phone number after hours.

## MISSED APPOINTMENT/LATE POLICY

When you schedule an appointment with us, time is set aside for your child. By not appearing, time is lost for the provider who was planning to see your child, and for other children that could have been scheduled for a visit during that time. Please call us ahead of time if you are unable to keep a scheduled appointment and we will be glad to reschedule it without penalty.

After the first missed appointment, we will reschedule the appointment. If a second scheduled appointment is missed, we will reschedule the appointment and charge you a fee of \$25. If a third scheduled appointment is missed, it will be necessary to terminate our professional relationship with your family and you will have 30 days to find another pediatrician. If you are running more than 20 minutes late for a scheduled appointment, you will have to reschedule your appointment for another day.