

Welcome to Hyde Park Pediatrics



Healthy Kids. Happy Parents.

3330 Erie Ave., Cincinnati, Ohio 45208

7661 Montgomery Rd., Cincinnati, Ohio 45236

Office Hours: Hours by appointment, Monday-Friday 8:30 am to 5:00 pm

Saturday: 8:30 a.m. - 12 p.m. by appointment

Central phone line: 513-321-0199

Fax: 513-979-0569

Web address: www.hydeparkped.com

Email: Medrecords@hydeparkped.com

Appointments

- If you have an emergency illness or symptom that requires IMMEDIATE ATTENTION, Dial 911.
- For non-urgent appointments, please call 513-321-0199. We will try to give you an appointment on the same day or within 24 hours. A triage nurse is available to discuss your concerns during normal office hours excluding Saturdays.
- If you need to schedule a check-up or follow up appointment, please call the main number.
- If you would like to speak with a nurse about symptoms or a medication refill call the main number and press option #2.
- A fee of \$50 will be charged for "no show" appointments.
- A fee of \$50 will be charged for "walk in" sick appointment.

Forms that Require Provider Signature

- Forms that require a provider signature, such as school and day care forms, sports physicals and medication forms will be completed providing the child is current on well check-ups.
- We ask that you provide us with the required form and allow 7-10 days to complete.

After Hours and Emergencies

- After normal office hours, you can reach an on-call provider by calling 513-321-0199. Your call will be sent to our answering service who will contact one of our providers. Your call will be returned within 15 minutes.
- If you receive care at an emergency department or urgent care facility, please call the office within 48 hours so we can assist with follow up care as needed.

Insurance / Payment

- We participate in most insurance plans but be sure to check with your insurance company to make sure we are in network with your plan before making an appointment. Please be prepared to pay (or co-pay) for services at the time of your appointment. We accept check, Visa, MasterCard and cash.
- If you have questions about a bill or want to discuss payment, please call 513-321-0199 and ask for the billing department.

Medical Records

- Before scheduling a new patient, we must receive medical records from the patient's previous physician.
 - This includes a summary of your child's health status, personal and family history, and immunizations record.
- To request a copy of your medical records when leaving the practice and transferring to another primary care office, you must sign a release of records. There is a \$15 fee per child for this service.

What to Bring to Each Visit?

- Insurance Card(s).
- A list of current prescription and non-prescription medications, vitamins and supplements.
- A good description of your child's problem, how long they have had it and how it affects them.
- A list of questions you would like to discuss with your child's provider.

Handicap Accessibility

- Both practice locations are accessible by wheelchair.
- The front entrance of the Hyde Park location has a ramp to the left of the stairs.
- At the back entrance of the Hyde Park location, there is an elevator located off the parking lot. It is key activated only, so please call the main office number to notify us you intend to use the elevator, and someone will assist you.
- The Kenwood office is located on the parking lot level, and there is a ramp located at the side door for easy access into the office.

Prescriptions

- Please be prepared to provide your pharmacy name and phone number at all visits.
- To request a refill of an existing prescription, please have the following information available
 - Patient's name
 - Date of birth
 - Preferred phone number
 - Name and dosage of the medication
 - Pharmacy name and phone number
- Be advised that refill requests may take up to 48 hours to process.
- A 7-day advance notice is required for refills on ADHD medication such as Ritalin & Adderall. ADHD patients will be required to adhere to the physician's follow up schedule, which may include updated teacher and parent Vanderbilt forms. If the schedule is not adhered to, a refill request may be denied by the provider.
- **IMPORTANT:** only parents or legal guardians may pick up prescriptions for controlled substances such as Ritalin, Adderall, and other ADHD medications. A photo ID is required at time of pick up.
- All medication changes must be discussed with your child's primary care provider which may require a separate appointment.

Laboratory and Diagnostic Tests

- We routinely perform venous blood draws at the practice for older children. However, young children may require an experienced technician and therefore may be referred to CCHMC labs. You may also request utilizing another laboratory service.
- Most other routine diagnostic and radiologic tests are done by CCHMC. If you wish to use another facility, please notify the office at the time of your visit.
- A nurse or doctor will contact you to discuss the results of testing and any needed follow up.