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WELCOME TO OUR PRACTICE!

Thank you for choosing **Clarkstown Pediatrics** for your children's medical care. Although we have different "bedside manners", we share a common philosophy and approach to children. We hope the following information will help guide you when you need to utilize our services:

APPOINTMENTS:

All patients will be seen by appointment only.

APPOINTMENT LINES OPEN AT:

Nanuet Office:	623-7100	7:30 am	Mon - Sat
		8:30 am	Sun & Holidays
New City (Eckerson) Office:	352-5511	8:00 am	Mon - Fri
Stony Point Office:	786-5776	8:00 am	Mon - Fri

We are **ALWAYS AVAILABLE FOR EMERGENCIES** at: **623-7100**

All of our offices are open Monday through Friday from 8:00am to 5:00pm. If your child has an emergency that requires immediate attention on a week-end or evening, please call our Nanuet office at 623-7100 for evening and week-end hours. All non-emergency referrals to see a specialist require 48 hours notice.

Routine Question Phone Calls :

Monday - Saturday:	8:00 - 8 :30 am
Sundays:	9:30 - 10:30 am

To help with quick questions concerning routine care or minor illnesses, we provide our patients with a **daily phone time** when one of the physicians will be free to answer calls.

MESSAGES

If you feel the need to speak with a physician at any other time during the day, be assured your message will be delivered but please be patient while awaiting a return call. Our on-call doctor will contact you as soon as possible.

For after hour emergencies (after evening hours and after week-end office hours) until 11pm, one of our doctors will always be available to speak with you. After 11pm, a registered nurse will be available. For life threatening emergencies, dial 911 !

Sick appointments are scheduled on the day of the visit. One of our physicians will be available and have ready access to your child's medical records. We sincerely do not like to keep anyone waiting but unfortunately, emergencies such as accidents or lacerations may occasionally take longer than anticipated. Please be patient.

Well visits (complete physicals and well baby visits) should be made several weeks in advance. Clarkstown Pediatrics encourages you to see your chosen doctor within our group for all well visits. If you cannot keep an appointment, you must notify us as soon as possible to cancel and reschedule. There is a **\$25 fee** for any well appointment which is not kept or is **cancelled less than 24 hours in advance**.

BILLING:

As a courtesy, we accept most insurance plans, but please be aware the responsibility of payment is yours. The billing and collection process is expensive, and that is why we ask our patients to pay at the time of visit. If there is a problem with your insurance company, it is your responsibility to resolve it. Guarantors are responsible for all charges until it is resolved. Please note that both your and our contracts with healthcare insurance companies require that **co-payments must be paid at the time of visit**. Further information is available through our billing departments by calling **732-8305**. To inquire about low cost insurance coverage please call the Rockland County Health Dept. Hotline at (845) 364-3312.

OFFICES:

35 Smith Street
Nanuet, N.Y. 10954
(845) 623-7100

48 Route 9w
Stony Point, N.Y. 10980
(845) 786-5776

200 East Eckerson Road
New City, N.Y. 10956
(845) 352-5511