

Garden Pediatrics®



Helping Your Child Grow™

Garden Pediatrics Patient Packet



Welcome to Garden Pediatrics



Thank you for trusting the care of your child to us! We are excited you are joining us. The name “Garden Pediatrics” originated from our belief that one of a pediatrician’s prime duties is to help children grow strong and healthy, alongside caring for them when sick. We take care of children from birth through college-age and feel honored to partner with you in this journey!

Our devoted team consists of board-certified pediatricians and nurse practitioners. In many instances, we are moms ourselves, so we understand the joys and challenges involved in parenting. We want to help you enjoy the fun parts more fully and help make the tough parts more bearable.

Mission Statement

Garden Pediatrics | Helping Your Child Grow

A distinctive, caring, up-to-date pediatric practice serving the Inland Empire area where the staff loves to work and patients look forward to visiting

Distinctive

- Aesthetically appealing environment for children and their caregivers
- Compassionate, timely treatment when ill, with focus on education and prevention during well visits
- Small medical-group atmosphere

Caring

- Nurse line available to help answer any questions or concerns
- Convenient times available for visits including extended weekday hours

Up-To-Date

- Strong clinical skills and medical knowledge
- Electronic medical records and office management system

Service

- Community involvement through mothers’ groups, health fairs, and other venues

About Garden Pediatrics



Location

101 East Redlands Boulevard, Suite 106
Redlands, California 92373

**Please Note: There are two separate entrances, a Well Side and a Sick Side. Please enter accordingly.*

Contact Us

Office: (909)792-8866
Fax: (909)792-9395
Email: info@gardenpediatrics.com
Website: www.gardenpediatrics.com

Hours of Operation

Office Hours vary by season. For current office hours call us at (909) 792-8866 or visit our website.

Hospital Affiliated With:

Loma Linda Children's Hospital

Garden Pediatrics Staff



Please visit our website at www.gardenpediatrics.com/theteam, or by scanning the QR code below, for a comprehensive review of our staff.



Garden Pediatrics Operations



Visit Types

Well Visits (also known as “physicals”)

These visits track the progress of what developmental milestones your child has achieved and outline plans and goals for the next well visit interval. These visits also track their weight and growth to make sure they are physically developing, as they should. Further, we monitor how you and your child are developing emotionally and can assist with behavior issues or parenting struggles.

Sick Visits

From personal experience, we can say that some of the most heart-wrenching times associated with parenting occur when your child is sick. We recognize this and want to help your child get better, easing suffering whenever possible. In order to do that, *we reserve some same day sick appointments on a first-come, first-served basis, based on contact with the office.* There will be times when we have no openings and we will be recommending urgent care or emergency services accordingly.

Newborns

We offer a complimentary, in office, pre-delivery visit as you await your new baby. Please call to schedule this visit. During this appointment, you will tour our office and meet with one of our physicians. This time is valuable to discuss how Garden Pediatrics operates, any concerns you may have as well as the health care plan for your newborn. The partnership you build with your pediatrician is amongst the most important, as you care for your newborn, and this visit can help ensure we find a common fit as we work together as a big family.

Garden Pediatrics providers have privileges at Loma Linda University Medical Center and Children’s Hospital. The nursery is instructed to notify us within several hours of your baby’s birth so that we can come and see him or her, however we strongly recommend that you proactively notify the hospital of your request to have a Garden Pediatrics physician visit you in the hospital instead of one of their staff hospitalists.

If you elect, we offer circumcisions for infant males. This can be done at the hospital or soon afterward in our office. Some health plans do not cover this procedure – in these instances you can pay for the service directly.

The birth of a baby is an exciting time for everyone. It can also be a little frightening, especially the first time. Our staff is here to support you and your new child as you navigate this new adventure.

Vaccinations

The doctors and staff at Garden Pediatrics are strong advocates for vaccination. We believe that the opportunity to immunize our children is one of the greatest gifts science has given us. We also understand that it is the parents right and responsibility to make medical decisions for their children. In that spirit, we want to be sure you feel encouraged to discuss your questions and concerns with us. If you would like to wait on vaccinations or vaccinate on a different schedule than recommended by the American Academy of Pediatrics (AAP) or Centers for Disease Control (CDC), we require that you schedule a visit with us first prior to any other of your child's appointments so that we can discuss your child's plan of care, immunization and scheduling. We cannot combine other visits with this first vaccination schedule discussion appointment. This visit usually takes approximately 30 minutes, so please plan accordingly.

Photo and Video Policy

It is against company policy for any patient family to record (photo or video) any portion of the medical care portion of any visit.

Phone System

When you call our office you will be prompted to select a department. With our automated phone system we are able to better direct your call. The best solution is to leave a message for the extension you need, as voicemail will be most often returned first.

To ensure the best care for your child, we have a ***nurse phone line available, 24x7x365.***

During business hours when you call our office we have a nurse line dedicated to answering your medical questions or concerns. Our staff will listen to your questions, give recommendations or direction, and will send a message to your child's primary provider to let them know what is going on. If further action is recommended, the staff will reach out to you with this additional information.

During after hours when you call our office, we use an answering service that has nurse triage capabilities. Often, you will leave a message and they will listen to your message and give you a call back with advice. Each completed call is sent to our office for review the next business day. Our staff will give you a follow-up call during business hours to make sure everything was completed and no further action is necessary.

Food and Drink Policy

You may notice that other suites in our building do not allow food or drink inside. However, we **do** allow your child to have snacks and drinks (if non-spill cup) in our office. Please help us keep our office clean for all of our patients.

Lost and Found Policy

Items that are left at Garden Pediatrics with no name or contact info will be kept in a designated lost and found area for a period of 30 days.

Available Services



Ear-Piercing | \$45-\$60

Our medical assistants are trained and will work with you on determining perfect placement of your child's earrings. The price reflects the procedure, the earrings you choose, cleaning aids, and a carry bag. We have a wide selection of earrings available.

Numbing Cream | \$12

This is useful for children who are afraid of injections and blood draws. Cream is applied to the injection site 20 minutes prior to the procedure. Not available for ear-piercing.

Chambers & Masks

With Mask | \$45

Without Mask | \$30

Baby Spa

Newborn Manicure Express | \$10

Many parents are fearful of the first few trims of their precious infant's nails. We will help by carefully clipping the nails shorter and then filing them to soften the edges.

Newborn Manicure Deluxe | \$15

As above with instruction, materials and carry-case.

Cradle Cap Therapy | \$30-\$60

Some parents are concerned about the cosmetic appearance of Seborrheic Dermatitis, which affects some infants. While not harmful but treatable, we provide a solution which can help remove it. Treatment and instructions are given along with supplies to repeat at home.

Infant Massage | \$50 | 20 minutes

Long touted as a relief for fussy babies with colic, infant massage can be a nice relaxation technique and another tool in your box of tricks to soothe your newborn. This massage involves soothing music and baby-safe moisturizing oils.

Toddler Massage | \$40 | 20 minutes

Group Infant Massage Class | \$30 | per infant

Products

We carry Vannicream skin and hair products. They are dermatologist recommended products for sensitive skin. Formulated and manufactured free of fragrance, masking fragrance, dyes, lanolin, parabens, and formaldehyde.



Gift certificates available for all additional services listed

Recommended for Baby and Young Child Well Check-ups



We follow the AAP guidelines for services we perform during WCC, but not all services may be covered. It is the family's responsibility to know what is covered by their insurance payer. Any uncovered service will be patient responsibility.

Newborn

Visit: Monitor weight, nutrition, jaundice, development, and hospital follow up

Vaccines: HepB if not given in hospital

2 Weeks

Visit: Monitor weight, nutrition, jaundice, development.

2 Month

Visit: Assess growth, development, nutrition, and overall health

Vaccines: Pediarix (HepB, DTaP, Polio) PCV, Hib, RV (oral)

4 Month

Visit: Assess growth, development, nutrition, and overall health

Vaccines: Pediarix (HepB, DTaP, Polio) PCV, Hib, RV (oral)

6 Month

Visit: Assess growth, development, nutrition, and overall health

Vaccines: Pediarix (HepB, DTaP, Polio) PCV, Hib (oral), RV (+/-)

9 Month

Visit: Assess growth, formal development screening with ASQ, nutrition, and overall health

Lab/Tests: Hemoglobin

12 Month

Visit: Assess growth, development, nutrition, and overall health

Vaccines: MMR, Varicella, HepA #1, PCV

Lab/Tests: Lead

15 Month

Visit: Assess growth, development, nutrition, and overall health

Vaccines: DTaP, Hib

18 Month

Visit: Assess growth, formal development screening with ASQ and M-Chat, nutrition and overall health

Vaccines: HepA #2

24 Month

Visit: Assess growth, formal development screening with ASQ and M-Chat, nutrition, and overall health

30 Month

Visit: Assess growth, formal development screening with ASQ, nutrition, and overall health

36 Month (3yr)

Visit: Assess growth, development, nutrition, and overall health

48 Month (4yr)

Visit: Assess growth, development, nutrition, and overall health

Vaccines: DTaP, Polio, MMR, Varicella boosters

Lab/Tests: Hemoglobin, Urine, Vision, Hearing, TB screening if required

Recommended for School Age Child Well Check-ups



We follow the AAP guidelines for services we perform during WCC, but not all services may be covered. It is the family's responsibility to know what is covered by their insurance payer. Any uncovered service will be patient responsibility.

5-year-old

Visit: Assess growth, development, nutrition, and overall health

Vaccines: DTaP, Polio, MMR, Varicella boosters (if not administered at 4-year-old visit)

Lab/Tests: Vision, Hearing, TB screening if required at any early childhood check-ups

6-year-old

Visit: Assess growth, development, nutrition, and overall health

Vaccines: DTaP, Polio, MMR, Varicella boosters (if not administered at 4 or 5-year-old visit)

Lab/Tests: Vision, Hearing

7-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

8-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

9-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

10-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

11-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing, Hemoglobin, Liver/Kidney function, Urine, Lipid Profile, Thyroid function

Labs checked once in adolescents if normal and no risk factors

Vaccines: Tdap, HPV (3 doses), MCV4

12-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

Vaccines: Tdap, HPV (3 doses), MCV4 (if not administered at 11-year-old visit)

13-year-old

Visit: Assess growth, development, nutrition, and overall health

Lab/Tests: Vision, Hearing

Well check-up every year until 18 years of age

Financial Policy



Our goal at Garden Pediatrics is to provide and maintain great physician-patient relationships. Letting you know in advance of our financial policies allows for a good flow of communication and ensures that we achieve our goal. Please read this carefully and if you have any questions, please do not hesitate to contact a member of the front office team.

Fees for Service

We encourage all patients who have questions or concerns about the cost of care to inquire about those costs in advance of service. Garden Pediatrics follows the American Academy of Pediatrics (AAP) guidelines for care provided to our patients. If deemed medically necessary, we will administer care according to those guidelines and patients will incur associated fees. In some cases, we can identify alternative, less expensive paths of treatment for certain cases. In most cases, Garden Pediatrics providers are proactively weighing the benefits of care provided vs. cost to patient family and no lower-cost alternative exists. Please note that we will not compromise quality patient care in attempting lower-cost treatment plans.

Time-of-Service Payment Discount

We offer a courtesy Time-of-Service Payment Discount to those of our patients that do not have insurance coverage. We offer a 30% discount off of our regular visit fees when you make payment at the time services are received.

***Please note:** discounts apply to services only. Discounts are not applied to products such as vaccines, labs or radiology tests and other like products.*

No Show, Cancellation, and Late Policies

Please arrive 15 minutes prior to your first visit to allow time for paperwork and registration. On returning visits, we ask you to arrive *10 minutes prior to your appointment time*. No-show fees and cancellation fees will apply to all visits, as applicable. A no-show fee is incurred where no notice is provided for not being able to arrive at an appointment and/or patient families arrive without correct insurance information. Cancellations occurring within 24 hours of appointment time will incur a cancellation fee. The current no-show fee is \$100 and the current cancellation fee is \$75. All fees are subject to change without notice.

No show policy for IEHP and Medi-Cal families: Two (2) no shows will enact patient reassignment, per IEHP and Medi-Cal policies. Please review your member rights and responsibilities under section 22, as it states that if you make an appointment for routine and sick care and cannot attend, you must inform the doctor's office prior to visit.

For patients with an insurance plan we do not accept:

Please refer to the Fees for Service and Time-of-Service Payment discount sections for assistance. In many cases, Garden Pediatrics will be considered an 'Out-of-Network Provider' for these insurance plans. You may have an opportunity to complete paperwork required by your insurance carrier to receive a partial reimbursement for your visit fees. Please contact your insurance carrier for more details and for copies of the required paperwork. Insurance carriers change their requirements and their participation regularly, so contact your carrier for the latest information.

For patients with insurance plans we accept:

At the time of this printing, Garden Pediatrics accepts many of the following insurance carriers PPO programs: Aetna, Anthem Blue Cross, Blue Shield, Blue Cross/Blue Shield, Cigna, HealthNet, Pacificare, Tricare and United. We also accept a limited number of IEHP and Medi-Cal patients. Your contractual payment (co-pay etc) is due at the time of service according to the insurance program you established with your carrier. It is our policy and our contractual obligation with your insurer to collect co-payments, co-insurance and deductibles at the time of service. Insurance carriers change their requirements and their participation regularly, so contact your carrier for the latest information about your program.

Please follow these steps to ensure proper processing of your insurance plan coverage.

1. On arrival, please check in at the front desk and present your current insurance card at every visit. You will be asked to sign and date the file copy of the card any time there is an insurance change. This is your verification of the correct insurance and consent to bill the insurer on your child's behalf. If the insurance company that you designate is incorrect, the insurance carrier will deny the claim and you will be financially responsible for those services. Most insurance companies have filing timeline limits, and by the time a claim is denied, it is often too late to collect from another insurance company. You will be responsible for payment in the event any insurance company denies the claim.
2. If Garden Pediatrics is your primary care physician, please make sure that our name or phone number appears on your card (where applicable). If your insurance company has not been informed that we are your primary care physician prior to the date of service, the insurance carrier may deny the claim and you will be financially responsible for the visit.
3. According to your insurance plan, you are responsible for paying any and all co-payments, deductibles, and coinsurances, and we have a contractual obligation with your insurer to collect those payments. We will collect those fees, per contract.
4. We will submit to secondary insurance plans but please clearly inform us if more than one insurance and which one is primary.
5. Please make it a priority to understand your insurance benefit plan prior to your visit. Some plans are extremely complex and you may need several discussions with insurance agents before your plan is fully understood. Patient families are responsible for understanding your insurance plan. Further, it is your responsibility to know (1) if a written referral or authorization is required to see specialists, (2) if preauthorization is required prior to a procedure, and (3) what services are covered. If you are not sure what is required, please contact your insurance carrier for assistance prior to your visit.
6. If you owe Garden Pediatrics a balance, we require all prior balances to be paid prior to the next visit. If you do not coordinate payment before the next appointment, you may be denied service and/or you may be charged an additional no-show, cancellation, or other fee.

7. Co-payments and co-insurance is always due at the time of service. A **\$10 processing fee (or service fee)** will be charged in addition to your co-payment if the co-payment is not paid at time of service or by the end of the next business day.
8. Once we receive your insurance plan's explanation of benefits (EOB), any balances due from you according to your insurance plan will be billed upon receipt of that explanation. Your payment terms will be listed on the bill and are not negotiable.
9. Account balances outstanding greater than 30 days will incur interest at 20% per annum, billed monthly, until the balance reaches \$0. Garden Pediatrics uses external agencies who report to credit agencies, where required.
10. Returned checks will incur a **\$25** fee plus bank fees.
11. Advance notice is needed for all non-emergency referrals, so please allow 5 business days to create a referral. While we will make every effort to refer you to a physician participating in your plan, if you are requesting a referral to a specific provider it is your responsibility to know if that selected specialist participates in your plan. Please note that your plan may not cover referrals to out-of-network providers and therefore those charges may be billed directly to you.
12. Before making appointments for well visits, please check with your insurance company to ensure the visit will be covered. Many plans cover well visits only at specified intervals. For any services not covered by your insurance carrier and/or your insurance plan, you will be responsible for payment at the time of visit.
13. Not all services provided by our office are covered by every plan. Any service determined as not covered by your plan will be billed directly to you, so please consult with your insurer about any services that may be excluded in your policy.

I have read and understand this office financial policy and agree to comply and accept the responsibility for any payment that becomes due as outlined herein.

Patient Name(s)

 Financially Responsible Party Name (please print)

 Relationship

 Signature

 Date