

GENERAL OFFICE POLICIES

Visits to our office are by appointment only. To schedule an appointment, you may call Monday through Friday between the hours of 9AM to 6:30PM and Saturdays from 9 AM to 1 PM. We emphasize primary care and encourage families to see the same physician for all their well visits. We also try to have patients see the same physician for sick visits if scheduling permits. We always guarantee that a sick child will be seen the same day and do our best to try and give you a convenient appointment time.

At DeVito and Alvarado Pediatric Associates, we strive to honor all scheduled appointment times. We understand that circumstances will arise and request that you notify us of any last minute changes as soon as possible. Our computerized scheduling system is designed to minimize long waits and overbooking. Patients who miss appointments without calling or canceling may cause delays. If you must miss an appointment, please call to cancel and reschedule at least 24 hours in advance. Missed appointments delay needed vaccinations and keep us from providing the best pediatric care. We ask for your cooperation when making an appointment and request that you make note of the date and time. We will call the day prior to confirm your appointment as a reminder.

Our practice does not have specific telephone hours throughout the day. The physicians take routine phone calls in between visits and, in that way, are always available for their patients. When our office is closed, there is a 24 hour answering service for emergencies only which can be accessed through our main telephone numbers, (718) 833-3636 in Brooklyn or (718) 982-1136 in Staten Island. Unlike other group practices, there is no rotating physician on call. Instead, during an emergency, patients can always contact their own physician. It is helpful to have a pen, paper and your pharmacy telephone number available when asking us for advice about an illness. If there is a caller ID block on your telephone, please remove it by pressing *82 before the doctor returns your call or he/she may have trouble reaching you.

Routine prescriptions and refills are issued on a daily basis. Please make your prescription refill calls during regular office hours. We ask that you call the office 24 hours in advance.

You need to be familiar with your insurance policy regarding your need for a referral to see a specialist. If your insurance carrier requires a referral, you must call the office at least 72 hours prior to the appointment date to insure sufficient time to process the referral.

We hope this handout has been clear as to our policies. We always appreciate feedback, positive or negative. Once again, feel free to contact our Practice Managers.