



1515 E. Florence Blvd. Suite 103
Casa Grande, AZ 85222
Phone: (520) 423-8282
Fax: (520) 423-8398

General Office and Telephone Policy

Emergency Calls (Day or Night)

- Call 911 (Emergency Medical Services) for any life threatening emergencies for which your child might require resuscitation (e.g., your child is not breathing, is severely choking, has been knocked unconscious, or is having a seizure).
- Our practice is always covered for minor emergencies. When you call in, always state clearly, "This is an emergency." Do not let the office staff put you on hold.
- For poisonings, call the Poison Control Center at 800-222-1222

Calls about Sick Children during Office Hours

We see sick children by appointment only. Please call our office from: 8AM-9AM Mon-Fri in order to guarantee same day appointments.

Our Office hours are: Monday to Thursday
8AM-12PM and 1PM-5PM and 8AM-12PM on Friday

All medical calls are screened by a telephone nurse who has been specially trained to make decisions on which patients need to be seen by the physician and how to provide home care for children who don't need to be seen. If the nurse can't help you, she will ask you to bring your child to the office or will have your physician call you back.

If the office staff is busy and can only take a message, ask for an approximate call-back time. While waiting for a call back, try to keep your line open. If your call isn't returned within 60 minutes after the predicted call-back time, call again. In general, we try to return calls within 15 minutes. Keep in mind that Monday mornings are the worst time.

Nighttime (After-Hours) Calls

After office hours, calls should be made only for emergencies or urgent problems that can't wait until morning.

Calls about mild illnesses can usually wait until the next morning. We need to keep our line open at night for urgent calls. After office hours, your calls will be received by an answering service and transferred to your physician. The physician will usually return your call within 15 minutes. If you do not receive a call back within 1 hour in a nonemergency situation, please call again.

Weekend and Holiday Calls

If your child becomes ill or is injured during a weekend or a holiday, call our answering service. If possible, call before noon so we can plan the day. After 5 PM, limit calls to emergencies or other urgent problems that can't wait until morning.

Working Parents and Sick Children

We keep appointments open during the last hour of the day for sick children who need to be seen after school or day care. Be certain your babysitter, or day care center, understands that he or she should call you before 3 PM if your child becomes ill. If you think your child may need to be seen today, please call before our office closes.

Please Help Us Stay On Schedule:

1. Flexible scheduling is an important part of Sunshine Child and Adolescent Care's focus on your needs.
2. Call 24 hours in advance if you are unable to keep a scheduled appointment.
3. Call if you are running late. We will discuss either a new appointment time if your child is sick, or rescheduling for another day. If you arrive more than 15 minutes late you will be rescheduled for the next available appointment.
4. Please be aware of your insurance plan's benefits and restrictions. **Bring a copy of your child's insurance card to each visit.**
5. Please be aware that we ask for payment at the time of service.

Please Have the Following Information Available When You call (except in emergencies):

- Your child's main symptoms
- Any chronic disease or health problem your child has. Your child's temperature if he or she is sick
- Your child's approximate weight (for calculating drug dosages)
- The names and dosages of any medicines your child is taking.
- Your pharmacy's telephone number if not local.
- Your questions (it's a good idea to write them down)

Always have a pencil and paper handy to take down instructions and have your child nearby in case you need to check something about his or her condition.

Well-Child Questions

We are happy to provide you with the health information you need to be a better parent. However, please place calls about behavior issues or other well-child issues during Weekday office hours. The best time to call is usually in the early afternoon, when our switchboard is the least busy.

Prescription Refills

We refill prescriptions only during office hours because we need your child's chart handy to check on dosages and disease status. Plan ahead so that you don't run out of important medicines. Always have the phone number of your pharmacy available (if not local) when you call the office.

Medical Confidentiality

Your Children's records are held in strictest confidence and cannot be released without your written consent. This is to protect your children's personal medical information from unauthorized inquiry. A notice of Privacy Policies is provided at the time of first visit.