



P E D I A T R I C S

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www.watchungpediatrics.com

Welcome to Watchung Pediatrics. My name is Jean O'Connell, the Practice Manager for Watchung Pediatrics. I would like to take the opportunity to thank you for trusting us with your child's health and well-being.

Enclosed is our New Patient Kit. To help ease the transition into our practice, we have devised a checklist of things to accomplish prior to your child's first appointment. We urge you to complete the list as soon as possible. This way, you can focus on your child instead of paperwork.

- Complete the enclosed *New Patient Information* sheet.
- Complete the *Medical Record Transfer Request* form. Please mail it to your previous pediatrician so we can obtain your child's health and immunization history. Remember to select which office you prefer to use. We must have at least the immunization records for the first physical exam.
- Contact your insurance company and select Watchung Pediatrics as your Primary Care Physician. If you are required to select a PCP, you should receive new cards in the mail listing us as your pediatrician.
- Please review, initial and sign the enclosed Financial Policy. Please retain a copy for your personal files.

We have enclosed our patient handbook. It contains a lot of useful information. Some Office Policies you should be aware of include:

1. The Warren office offers Walk In sessions Monday through Friday, 8-11am and 2-5pm. Our Millburn office offers Walk In sessions Monday thru Friday, from 8:30-9:30am and 3:30-4:30pm. For the convenience of our established patients, we see children with acute problems on a first-come first-served basis. Since we will need time to obtain your child's medical history, we request you do not utilize the walk in sessions until your child has been seen at least once in our office.
2. Copays are expected at the time of service. For your convenience, we accept cash, checks, Visa, Mastercard, and Debit Cards with the Visa or Mastercard logo.
3. Please bring your insurance card with you each visit. We electronically verify your insurance information is accurate and up-to-date each visit.
4. We will gladly submit claims to the insurance plans we participate with. Please see the enclosed list of plans we are currently participate with.
5. If you are covered by a plan we do not participate with OR do not have health insurance, payment in full is expected at the time of service. Upon request, we are happy to provide a receipt to submit to your insurance company.
6. If your child has school forms, camp forms, sport forms etc. to be completed there is a \$10 charge per form. Payment is due when the forms are dropped off. We have a 3-5 day turn around time for forms. If a form is needed before that, there is an additional \$5 "rush" fee.
7. Generally, physical exams with our pediatricians should be scheduled 2-3 months in advance. Physical exams with our Pediatric Nurse Practitioners should be scheduled at least one month in advance.

8. If you need to reschedule your physical exam, please do so at least 24 hours in advance. This will allow us to fill the time with another child who requires a physical. There is a \$50 charge for weekday appointments and a \$75 charge for Saturday appointments if they are not cancelled OR if 24 hour notice is not given.
9. Any patient more than 10 minutes late to a physical exam will be rescheduled. We want to give your child the full attention they deserve at their physical. When they arrive late, we are unable to give them the full 30 minutes we require. We also want to be able to give our full attention to the children scheduled after your child.
10. Through the years, we have established a network of pediatric specialists who provide the same high quality of care that we provide. We trust their judgment and know they will give our patients the same consideration we do. For this reason, we refer to these specialists *only*.
11. Please visit our website at www.watchungpediatrics.com to find out more information about our practice, view information on fever management, and find links to the American Academy of Pediatrics along with other useful information.

Once again, welcome to Watchung Pediatrics. Should you have any questions, please do not hesitate to contact us at (908) 755-5437.

With Regards,



Jean O'Connell
Practice Manager
Watchung Pediatrics