

PHYSICIANS TO CHILDREN & ADOLESCENTS

201 SOUTH FIFTH ST.

BARDSTOWN, KY 40004

PHONE: 502-348-6309 FAX: 502-348-2793

WWW.PTCKY.COM

Dear Patients:

The physicians and staff at Physicians to Children & Adolescents would like to take this opportunity to welcome you to our office. We hope that we can build a positive relationship that will ensure that you receive the best medical care and services.

This will provide you with some of our basic policies and procedures to help familiarize you with our office. Our staff is always available to answer any questions that you may have. If you ever have any questions or concerns that aren't addressed to your satisfaction, please feel free to contact our office manager.

HOURS:

- * Monday-Friday: 8:30-5:00 (After hours visits available by appointment)
- * Appointment schedulers begin answering the phones at 8:00 a.m.
- * Saturday: 8:30-12:00 for acute illness only (Three Saturdays per month, our nurse practitioners offer well baby/physical appointments)
- * Allergy Shots: Monday- Friday 9:00-12:00 and 2:00-4:45

APPOINTMENTS:

- * Illness: Same day appointments for illness are available in most circumstances
- * Well Baby/Physicals: Need to be scheduled at least a week in advance
- * ADD/Behavioral: Need to be scheduled at least a week in advance

WELL WAITING ROOM:

Our well waiting room is reserved for **well visits only**. If your child has a rash, cough, etc., you will need to take them to the sick waiting room. Please be considerate and **do not** ask to sit on the well side unless your child is **completely well**

CANCELLATIONS/NO SHOW:

- * We understand that circumstances occur that may prevent you from keeping your appointment. Please be sure to call our office ahead of time if you are unable to keep your appointment. If you do not call and cancel your appointment 30 minutes ahead of time, you will be given
1st no show-reminder letter
2nd no show- warning letter
3rd no show- termination letter

REFILL REQUEST:

- * Most refills can be filled same day, however to help us better serve you we ask that you call at least 24 hours in advance
- *ADD/ADHD refills require 24 hour notification and must be picked up in the office

PHONE CALLS AND ADVICE:

All medical concerns are handled by our phone nurse. She will do her best to address all issues in a timely manner, however please be advised that many times she must consult with the physicians and this can take time as they are busy with patients. We ask that you please be patient, all issues will be addressed the same day.