

GREENWICH PEDIATRIC ASSOCIATES, LLC
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OLD GREENWICH, CT, 06870 FAX (203) 637-3172
WEBSITE: WWW.GREENWICHPEDIATRICS.COM

WELCOME:

Whether you are new to the office or we have been caring for your children for years, we would briefly like to highlight the nature of our pediatric office.

We are proud of the practice and pleased that you have selected us. Our office practice consists of six Pediatricians, as well as dedicated nurses and receptionists. We are affiliated with both Greenwich and Stamford Hospitals.

Pediatricians:

Arnold B. Korval, M.D.
 Alison M. Cass, M.D.
 Elizabeth Z. Krowitz, M.D.
 Gail Weiner, M.D.
 Natasha B. Khosla, M.D.
 Amy Kappelman, M.D.

Office Manager:

Vicki Krasniqi

Nurse Manager:

Linda Crothers, L.P.N.

Nurses:

Linda Crothers, L.P.N.
 Sandi Coughlin, L.P.N.
 Kate Cullen, L.P.N.
 Melissa Malave, L.P.N.

Medical Assistant:

Mackenzie Pennell

Receptionists:

Nicole Taylor
 Marla Reis
 Sara Fredriksen

Office Hours:

► **weekday hours:** Monday – Friday
 8:00 A.M. to 5:00 P.M. by appointment.

► **Walk-in- Hours:** Monday through Friday 8 A.M. to 12:30 P.M. and 2:00 P.M. to 4:30 P.M. Patients will be seen on a first come first serve basis except when a child is seriously ill.

Walk-in hours are intended for routine ill visits only. If your child is suffering from a new or complex problem; or has been treated for the same acute illness recently, please make a scheduled appointment so that we may appropriate enough time with one of our physicians.

► **Saturday Hours:** We are open from 9:00 AM to 12 PM for sick visits only. **There are NO WALK-IN HOURS** on Saturdays. Please call at 9 AM to schedule an appointment.

► **Sundays, Holidays and all other times:**

The office is closed. However, a physician is available for phone consultation for urgent medical situations. If you call the office, an answering service will contact the Pediatrician on-call for you. Expect a call back within 30 minutes in most instances.

Appointments:

During regular office hours, please call and arrange for a time for your child to see one of us. Most days there will be several available pediatricians to meet your health care needs.

We will try to call you two days prior to remind you of your appointment. If you are unable to keep an appointment, please call at least 24 hours in advance so we may use the time for another child. If you miss more than one scheduled appointment without calling in advance, we will bill you privately for the missed visit.

Routine Well Care:

► **Newborns and Infants:** In the first two years of life your child will need to come frequently in order for us to monitor your child's growth and development, administer routine immunizations, give advice and answer questions about routine care. The first well care newborn visit is usually at two weeks of age. At that visit we will give you a schedule of visits and information about vaccinations.

► **Toddlers to Kindergarten:**

Visits after age two are on a yearly basis for routine care. We will test your child's Hearing and vision as soon as he/she is developmentally able.

► **Older children and**

Adolescents:

After age five, the areas of education, social skills, and personal maturation become paramount to your child's well being. We will give further guidance and counseling to you and your child during these years. We urge you to schedule these important visits yearly.

Questions:

There is ample time for general questions during routine examinations. You may also call with routine questions during regular office hours. If you want to talk with a particular nurse or doctor, please leave a message and we will call back as soon as we are able.

Physicians are not available for routine matters once the office is closed. Please restrict calls to regular office hours only.

The Sick Child:

If your child is having an emergency, please call 911 immediately. If you are unsure about how to care for your ill child, please call us. If your child is urgently sick, please state so and we will take your call immediately during office hours. If your child is acutely ill when the office closed, please state so to the answering service. Your call will take priority and will be answered as soon as we receive it, usually within 5-10 minutes.

Payment:

We require payment by cash, check, MasterCard or Visa at the time of service for all co-pays and self pay accounts. If paying at the time of a visit is a financial burden, please ask for the Office Manager so that an appropriate arrangement can be made. You will be given a bill that contains a breakdown of all of your charges as well as insurance information required for you to submit your bill to your insurance carrier. Since we have no control over what your insurance will pay for, you will need to question and/or dispute disagreements with them personally. Additionally, we assess a fee for all camp and sports forms as well as physical exam forms for school that are not required by the state of Connecticut. Please ask the receptionists for clarification regarding forms completion.