



Welcome to Our Practice!

We are thrilled that you have chosen us to be your pediatric practice and feel honored to participate in the health care of your child! We welcome the opportunity to build a lasting relationship with you and your family.

The providers and staff of Rainbow Pediatrics are dedicated to providing the highest quality health care in a comfortable and efficient manner. We will do our best to earn your respect and trust as well as create an environment that celebrates the fun and excitement of childhood. This informational handout should answer many of your questions about how our practice is organized.

Office Phone Number

(904) 223-9100 for both locations

Locations

HODGES LOCATION

4788 Hodges Blvd, Bldg B-108
Jacksonville, FL 32224

NOCATEE LOCATION

101 Marketside Ave, Unit 405
Ponte Vedra, FL 32081

Hours of Operation

HODGES LOCATION

Office Hours: Monday – Friday 8:00-5:00pm, Extended morning hours 7-8am.

Appointments are available from 5:00-6:00pm for urgent visits.

NOCATEE LOCATION

Office Hours: Monday – Friday 8:00 am - 6:00 pm

Weekend Hours: Saturday 8:00 am – 12:00 pm HODGES LOCATION ONLY

Appointments are reserved for same day sick visits. We are closed on Sunday.

After Hours: A designated provider is on call when regular business hours are over to address emergency medical concerns only. Kindly, reserve calls during non-office hours for urgent problems that CANNOT wait until the office re-opens. Calls regarding prescription refills, billing, or non-emergent medical questions should wait until the office is open during regular hours. Parents who need a call back from the provider after hours will call the main office number and are then directed to leave a message for the provider. Calls are typically returned within 15 minutes.

Holiday Hours: We are pleased to offer appointments on all recognized holidays for sick visits only. We request that you call the morning of the holiday to schedule an appointment. We do not accept walk-ins. Holiday hours are 8 am – 12 noon at the HODGES LOCATION only.

Our Providers

Rainbow Pediatric Center has both Physicians and Nurse Practitioners available for appointments. Families are encouraged to select a “Medical Home” within the practice which means selecting a Physician and a Nurse Practitioner to schedule with routinely in order to increase the continuity of care. The selection will be noted in your child’s medical record and efforts will be made to schedule you with the selected providers whenever possible.

Phone Triage

Families who have medical questions or concerns during normal business hours and who request a call back will leave a message with our staff. A Registered Nurse or Provider will return the call within 6 hours for non-emergent questions (during normal business hours Monday – Friday). Urgent messages will be flagged for the provider to call back within 2 hours. Non- illness related calls will be returned within 24 hours. If you are waiting for a return call, please keep your phone handy to avoid missing a call.

Website

For more information about our office, staff, forms as well as information on a variety of pediatric topics and helpful links to other trusted sites please visit our website at www.RainbowPediatricCenter.com.

Patient Portal

Each patient will be encouraged to set up an account in the secure Patient Portal. Parents or patients that have questions or concerns can opt to send a web encounter (email) via the secure patient portal. A provider will respond during normal business hours Monday – Friday. Please allow 48 hours for response times. Web encounters received over the weekend will be answered the following Monday. This is a great way to contact providers regarding routine questions. For urgent matters we suggest you call the office.

HEALOW KIDS APP

Please download our HEALOW KIDS APP from itunes or other app store. This app allows parents to access their child’s electronic medical record including immunization records, visit summaries, medication refill requests, messenger and other cool features such as a breastfeeding / solids tool . Please visit our website for more information. Use practice code: CJFIBA

CHADIS

CHADIS delivers questionnaires to parents and teens and collects the answers from those questionnaires, making them available to health care provider before your child’s visit. This is directly uploaded to our electronic medical records and gives us useful information to track your child’s development, identify health risks and even share parental concerns. This is offered free of charge to our families. The system keeps a digital memory book of your baby if you ever wanted to view past developmental milestones. Please use invitation code: Rainbowped

Facebook

Please like our Facebook page to have access to the most current and up to date office news such as phone outages, what's going around town, pertinent articles and more.

Prescription Refills

Prescription refills will be completed within 48 hours of the request and are sent electronically to the pharmacy chosen by the parent. You may now request refills via the Healow kids app. ADD/ADHD medication refills may now be sent electronically. Please inquire more about this at your ADHD visit. We ask that parents not wait until the medication has run out to request the refill. This allows our staff and providers to review the child's medical record to refill the medication appropriately and that follow up appointments are scheduled as needed. In addition this ensures your child will not miss a dose of a needed medication.

Referrals

Referrals for outside providers (either scheduled by us or requested by the parent) are completed within 5 business days. This allows time for our staff to address insurance issues and provide information to the designated outside provider. Once approved, our referral coordinator will notify the family regarding information for the referral.

Transfer of Records

A records release form will be completed by the parent/guardian when they join the practice. Release forms are faxed to the previous provider the same day. Once the records are received they are scanned into our electronic medical record. Patient records to be sent from our office to another provider will be done free of charge. A fee will be charged for all records requested by the parent for personal use. Records are typically sent out or are available for pick-up 3-4 business days after the request is received.

Finances

We accept a variety of insurances. We ask that you always come to our office with the appropriate insurance information and that you be prepared to pay any co-payments or co-insurance that is your responsibility each time your child comes to the office. Payments can be in the form of cash, check, Master Card, or Visa. Please contact our office during regular business hours in regards to any insurance questions or payment plan options.

Scheduling Appointments

Sick Visit

Appointments are available each day (Monday – Friday) to accommodate those children in need of a sick visit. Saturdays & Holidays are reserved for Same Day Sick appointments only. No wellness exams, ADHD, Pre-op, or ear piercings will be scheduled on these days. Occasionally a follow-up appointment is made on Saturday at the request of the provider only.

Wellness exams

Wellness exams are available Monday – Friday and can typically be scheduled within 2 weeks of request. Well child exams will not be scheduled on weekends or holidays. Wellness exams are scheduled for the following ages:

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|----------|-----------|---------------|
| Newborn | 6 months | 2 years |
| 2 weeks | 9 months | 2 ½ years |
| 1 month | 12 months | 3 years, then |
| 2 months | 15 months | once a year |
| 4 months | 18 months | after that. |

At each well child visit we will provide the parent with a physical exam form and vaccine record. This is done free of charge. If at any time an additional form is needed a \$5.00 fee per form will be charged.

Vaccines

Our practice follows the American Academy of Pediatrics recommended vaccination schedule and as of October 2015 does not see families who do not vaccinate their children. Please see our Vaccine Policy and Rainbow Pediatrics Vaccine Schedule for further information.

ADD/ADHD/Behavioral

Children being seen for evaluation, treatment, and follow-up of ADD/ADHD will be scheduled with a Physician. Initial visits are scheduled for 30 minutes to address the parental concerns and to examine the child. Questionnaire's are provided to parent to be filled out by the parent and teacher available through CHADIS. The link to CHADIS is found on our webpage. These forms are designed to aid the diagnosis of ADD/ADHD and will be reviewed by the physician once received. Medications are refilled every 30 days and now can be sent electronically. Follow up appointments are scheduled every 3 months (or sooner if requested by the physician) and prescriptions will not be refilled without recommended follow up. Please note that we do not combine ADHD/ADD visits with well child checks or annual physicals.

Follow ups

Follow-up appointments are scheduled per the provider's recommendation to follow up medical conditions or recent illness. It is important to schedule and keep these follow up appointments to ensure your child's continued progress and recovery from an illness.

Pre-Op Appointments

Children who are scheduled for an up-coming surgery (ear tubes, tonsillectomy, etc) must be seen by the physician prior to surgery. This "pre-op" appointment must be made 2-3 days prior to the surgery date to ensure your child is well enough to have the surgery. Some surgeons request a physical exam and paperwork to be done several weeks prior to surgery. In that case your child will need that pre-op physical and will need to come back again 2-3 days prior to surgery. Pre-op appointments are needed to insure your child is well enough to have surgery and that questions or concerns are addressed.

Sports Physicals

Children and teens who participate in organized sports are usually asked by the team or school to have a sports physical performed prior to participation. We ask you to please fill out the patient information section on the Pre-Participation Sports Physical form prior to the visit and bring the form with you to the appointment. If your child has not had their most recent well child exam within 3 months then your child will need a sports physical to complete any forms.

Ear piercing

Ear piercing can be done in our office. These appointments are scheduled for a nurse visit only and appointment times are limited. There is a \$60 charge (this is not billed to insurance) and it includes the pair of earrings, ear care solution, and procedure.

No Show Policy

Rainbow Pediatric Center requires 24-hour advance notice for all cancellations or reschedules. Failure to notify our office will result in a \$30.00 fee. Emergencies will be considered on a case-by-case basis for waiver of this fee. Repeated cancellations or missed appointments will result in loss of future appointment privileges. After the third no show, the patient will be discharged from the practice.

Late Policy

Any patient arriving more than 15 minutes late to their scheduled appointment may be asked to reschedule. Our providers work very hard to see patients as close to their scheduled appointment time.

Accompanying Adult Policy

Any child age 17 year and younger MUST be accompanied by an adult. You can authorize an adult by sending the child and adult with a signed letter from the parent with a photocopy of your ID stating the name of the authorized adult who can bring in the child today and receive information about your child's health records. For teens who are driving, you can download the Teenager Consent from our practice website for us to see your teen without an adult for a visit but a parent must be present if your child is getting immunizations.