



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 RPC 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 and serves as our Office Policies.

Office Phone Number (904) 223-9100

HODGES LOCATION 4788 Hodges Blvd., B-108 Jacksonville, FL 32224	NOCATEE LOCATION 101 Marketside Ave., 405 Ponte Vedra, FL 32082	CR210 LOCATION 3055 CR210W Suite 105 St. Johns, FL 32259	RPC The CLOUD 14797 Philips Hwy., 108 Jacksonville, FL 32256
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Hours of Operation

HODGES Monday – Friday, 7:00am – 6:00pm & Saturday 8am-12pm
NOCATEE Monday – Friday, 8:00am – 5:00pm
CR210 Monday – Friday, 8:00am – 5:00pm
CLOUD Monday - Friday, 8:00am - 5:00pm

Weekend Hours: Saturday 8:00am – 12:00pm HODGES LOCATION ONLY appointment are reserved for SAME day SICK visits only for our established patients. We are closed on Sunday.

After Hours: A designated provider is on call after business hours 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. Our holiday hours are 8am – 12pm for weekend holidays and 8am - 1pm for weekday holidays 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. Of course, we think all our providers are great so we do encourage you to try to meet everyone.

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 a call back within 2 hours. Non-illness related calls will be returned within 24hrs. 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 family is encouraged to set up an account in our secure Patient Portal. Parents or patients that have questions or concerns can opt to send a web encounter (email) via the secure patient portal or Healow Kids app. A staff member 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 our office regarding routine questions. For urgent matters, we suggest you call the office.

Healow Kids App

Our practice is excited to make your child's medical record available to you via our Healow Kids App. Please visit your app store to download. Use practice code: CJFIBA along with your child's patient portal username & password. You can use 1 app password to access all of your children.

CHADIS

CHADIS is an online developmental screening tool that we use to gain useful information from the parent. We ask that parents complete this screening PRIOR to EACH wellness exam ages 4 months – 5 years. The website 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 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.

Facebook

Please like our Facebook page to have access to the most current and up-to-date office news such as phone outage, 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. We ask that parents not wait until the medication has run out to request the refills. This allows our staff and providers to review the child's medical record to refill the medication appropriately and schedule a follow up appointment as needed. Please see below for more information on ADD/ADHD 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 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 available for pick-up 3-4 business days after the request is received.

Finances

We accept a variety of insurance. We ask that you always come to our office with the appropriate insurance information, insurance card, and 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, or credit card. Payments can also be made on our patient portal. Please contact our office during regular business hours in regards to any insurance questions or payment plan options.

Scheduling Appointments

Sick Visits

Appointments are available for 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 1 week of request. Well child exams will not be scheduled on weekends or holidays. These exams are scheduled as follows:

Newborn	6 months	2 years
2 weeks	9 months	2 ½ years
1 month	12 months	3 years, then yearly
2 months	15 months	
4 months	18 months	

At each well child visit we will provide the parent with a Florida physical form & immunization record that may be used for daycare or school. This is a service that we provide free of charge. If at any time an additional form is needed, a \$5.00 fee per form will be charged and we require 48hrs to complete.

Vaccines

Our practice follows the American Academy of Pediatrics recommended vaccination schedule and we will not see families who do not vaccinate their children. We do offer an alternate vaccine schedule or a staggered schedule that you can discuss with your provider. Please see our Vaccine Policy Statement located on our website or in the patient information notebooks in each exam room for further information.

ADD/ADHD

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. Questionnaires are provided to parents to be filled out by the parent and teacher available through CHADIS. The link to CHADIS is www.CHADIS.com, use invitation code:Rainbowped. These forms are designed to aid in the diagnosis of ADD/ADHD and will be reviewed by the physician once received. Medications are refilled every 28 days. Follow up appointments are scheduled every 3 months (or sooner if requested by the physician) and prescriptions will not be refilled without follow-up. Please note that we do not combine ADD/ADHD visits with well child checks or annual physicals.

Follow up Appointments

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 appointments to ensure that your child's continued progress and recovery from illness.

Pre-Op Appointments

Children who are scheduled for an upcoming surgery (ear tubes, tonsillectomy, etc.) must be seen by one of our physicians 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 surgery and answer any questions. 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.

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 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 12 months, then your child will need an appointment in order to complete any forms. If sports physical is needed and the well child exam is current, it is a \$25 fee to get the form without an appointment.

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 \$90 charge (this is not billed to insurance) and it includes the pair of earrings 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 \$50.00 fee for office visits and \$100 for asthma appointments. 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 and appreciate the same courtesy.

Accompanying Adult Policy

Any child under age 16 years **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 the parent's 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. A parent **MUST** be present if your child is getting immunizations.