



PRACTICE INFORMATION

OFFICE HOURS: **BY APPOINTMENT ONLY!** **Please do not walk in.**

Be respectful of our patients with scheduled appointments and newborns.

Feel free to fax a message to our office if the phones are busy and you feel this is an urgent situation.

M-F: 9:00 am—12:30 pm 2:00 pm — 5:30 pm

Saturday: URGENT APPOINTMENTS ONLY, PLEASE CALL AT 9:00 am

EMERGENCIES:

If this is a life-threatening emergency (i.e. Your child is having severe respiratory distress, etc.) please call 911 or go to the nearest emergency room.

NON-OFFICE HOURS:

If your child is sick when the office is closed, please call 650-369-4147 and follow the voice prompts. Please be prepared to give the following information:

1. Your name and your child's name
2. Your child's age and date of birth
3. Your phone number
4. The reason for your call
5. Child's temperature, nature of illness and any allergies
6. Please have paper and pencil available and the name and number of your pharmacy, if needed.

We are affiliated with "After Hours Pediatrics" in San Mateo, for your child's urgent care needs during non office hours.

CANCELLING APPOINTMENTS:

If you are unable to keep an appointment, please call the office as soon as possible to cancel or reschedule.

BILLING AND CREDIT POLICY:

1. Please update all billing, insurance and personal information when you arrive.
2. **ALL** co-payments must be paid prior to seeing your child.
3. Payment is due at the time of service. If needed, a super bill is supplied to bill your insurance.
4. For those with outstanding balances, monthly statements are sent. The bookkeepers may be reached at 650-369-4406
5. We accept cash, checks, Visa and MasterCard.

AFTER HOURS PEDIATRIC URGENT CARE CLINIC IN SAN MATEO

210 Baldwin Avenue
San Mateo, CA

650-579-6581

When your child is sick and the office is closed.....

After Hours Pediatrics provides medical care for sick or injured children on evenings, weekends and holidays. No appointment is necessary. You may bring your child to the clinic anytime during the hours of operation:

Hours are:

Weekday evenings:	5:00 p.m. to 10:00 p.m.
Saturdays, Sundays and Holidays:	10:00 am. To 10:00 p.m.

The doctor's office will receive a faxed report of your clinic visit the following day.