

Blue Ridge

Pediatric & Adolescent

Medicine, Inc.

Welcome to Blue Ridge Pediatric & Adolescent Medicine! We are honored to partner with you in the healthcare of your child. Becoming a new parent or welcoming another child into your family is a challenging and rewarding endeavor, and we want to meet the needs this new experience presents. Below is some information about our practice that will be useful when scheduling an appointment or utilizing our other services.

**Location: 345 Deerfield Rd, Suite A – across from Watauga Medical Center
sharing the Boone Drug at Deerfield building**

Phone: 828-262-0100

Fax: 828-264-7592

Website: www.blueridgepeds.com

Newborn information packet

This packet is provided so that you may learn about our office practices prior to your first visit. The enclosed forms are required to be filled out and brought with your first appointment in order that we have the most up to date information on your child. These forms include:

- Patient information sheet – provides contact information that allows us to be able to contact you for appointment reminders, billing issues, nurse calls, etc.
- EMR Signature Form – we are excited to be a leader in Electronic Medical Record charting in pediatrics. This form allows us to treat your child, provides emergency contact information and designated individual authorization, and assures that you have been given the required HIPAA documentation.
- Financial policy – outlines our insurance and billing practices
- Notice of Information Practices – describes how your child’s medical information will be handled by our office
- Circumcision consent form, where applicable
- Missed appointment policy
- Newborn booklet

Appointments

Hours are by appointment and office hours are as follows:

Boone: Monday – Friday, 8:00am – 5:00pm; 6:00pm – 8:00pm as needed

Saturday, 9:00am – 12:00pm

Linville: Monday and Wednesday, 9:00am – 4:00pm; Friday, 10:00am – 4:00pm

Receptionist is available at 7:45am daily for appointment scheduling. Appointments are made based on the availability of the doctors scheduled each day. We will make every effort to schedule your child with his/her preferred physician; however there may be times when his/her doctor is not available, and your appointment will be made with the provider who is available that day.

Nurse triage

Our office provides a clinical staff member who will assist you with medical questions concerning your child from 8:00am – 11:30am and 2:00pm – close.

Insurance and billing

A Financial Policy is provided for you that explains our insurance and billing practices. It is important that you have a current copy of your insurance card available at each visit. If you have any questions concerning your bill, you may call the office between 9:00am and 4:00pm.

First visit

You should call our office at the above number according to your baby's discharge instructions to schedule your baby's first appointment. Please inform the receptionist this is your child's first appointment and give the discharge instructions from the physician to her. When you come to the office, please bring the following information:

- Signed Patient Information Sheet, Financial Policy, and EMR Signature Form
- Insurance card (if the card is not available, yet, please inform the receptionist the name of the pending insurance)
- Discharge information provided by Watauga Medical Center

It is helpful if you arrive 10 minutes before your scheduled appointment time to allow the nurse to get your child ready for his/her visit. Children can be very unpredictable which complicates our schedule on a daily basis. Please be patient as quite often there is a wait.

We look forward to serving your family for years to come!