



KIDS KARE

PEDIATRICS &
PEDIATRIC CARDIOLOGY

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Welcome to our World of Pediatrics

Dr. Climaco, Dr. Ramos, and the staff of Kids Kare welcome you to our practice of Pediatrics. We are **dedicated** to serving your child's health needs in a clean, safe, comfortable, and kid-friendly environment. **We are your child's Patient-Centered Medical Home (PCMH). As your PCMH, we want to be the first place you think of for all your child's medical needs. Our care team is strongly committed to providing you with the best experience in pediatric care and we will work with you and any outside providers or facilities to coordinate care across all settings, including behavioral and mental health. Our caring and courteous staff will listen to your needs and give you the most up-to-date medical information relevant to your child.**

We provide the following pediatric services for patients from **0 to 21 years of age**: Well-child physicals, sports physicals, immunizations, screening laboratory tests, evaluations for developmental and behavioral problems, and many other pediatric services (suturing, circumcision, etc.).

By following guidelines set by the American Academy of Pediatrics, Centers for Disease Control and Prevention, and other institutions, we use evidence-based care for your child's acute and chronic medical conditions such as asthma, ADHD, ear infections, and other problems.

Our board-certified pediatricians, nurse practitioners, and nurses are dedicated in providing you with **compassionate** and knowledgeable care. Our administrative and front desk staff are trained to deliver the **highest level of customer service**. We want to build a **strong relationship** with our patients and their families that is based on trust, communication, respect, competence, and honesty.

We have **extended office hours**, open Monday through Thursday from 8 am to 6 pm, and Fridays from 8 am to 5 pm. We are also open on Saturdays from 8 am to 12 noon for sick, urgent visits. On weekdays, in the summer from May to July, we are open only until 5 pm.

There is always a **pediatrician-on-call (24 hours a day, 7 times a week)**, even on weeknights, weekends, and holidays. Please call the Kids Kare Nurse Triage at 1-800-778-9195 after office hours if you need to talk to the pediatrician on-call.

We encourage you to make your appointments ahead of time, especially for the well-child Checkups. We will give you a telephone reminder about 2 days before your appointment.

Please call us as soon as possible if you cannot make it to your appointment or even if you think you will be late. We have a **15-Minute Late Policy** which means your appointment will be cancelled or rescheduled if you arrive more than 15 minutes late.

If your child is sick, feel free to call us for any advice. We will gladly see you in our office **on the same day**, if needed, or on the following day.

There are **separate waiting areas** for the well-child and sick-child. If you wish to wait in the parking lot, we can provide you with a pager.

Regarding **vaccinations**, we follow the recommendations by the American Academy of Pediatrics and the Centers for Disease Control and we want your child to be up to date with their immunization. If you do not wish your child to receive a vaccine or wish to modify the vaccination schedule, please discuss this with one of our health providers.

Your child needs a **well-child physical** at the following ages: first week of life, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 2 years, 2½ years, 3 years, and yearly thereafter on their birth month. A well-child check-up is an important visit to ensure your child's optimal health and to answer **all your questions** about his or her growth, development, behavior, diet, sleep, safety, and other concerns. This is also the time to give vaccines or perform screening tests and for your health provider to perform a complete physical examination.

We want you to be very satisfied with our services and, of course, to feel respect from our staff. We want to help your child to be as **healthy as possible**, physically, mentally, and socially. We encourage you to give us your feedback or comments about our services.

We accept most of the health insurances. When applicable, we have a legal responsibility to collect the co-pay prior to the visit. Also, outstanding balances will be reviewed and should be settled so that our services can continue. If this is not possible, then a financial arrangement can be agreed upon and signed. **We will work with you as best as we can to meet your needs.**

Please visit our website at www.tnkidskare.net for more information about our practice and our health providers.

Thank you for trusting us with your child's healthcare.

Please call us at **931- 526-6173** to schedule an appointment or for any questions.

Sincerely,

The Providers and Staff of Kids Kare Pediatrics and Pediatric Cardiology