

# PORTOFINO PEDIATRICS

We are happy to welcome you and your family. Thank you for entrusting your children to our care. Our mission is to consistently provide excellent healthcare to your children. We follow The American Academy of Pediatrics, Bright Futures. These guidelines encourage children to develop to their optimal physical, emotional and mental well being. Our friendly and professional staff is always available to assist you. Tell your friends, family, and neighbors about us. Your referrals are greatly appreciated.

Insurance benefits to be assigned to Nivia E. Vazquez, M.D, P.A, Portofino Pediatrics Associates. Any deductibles or co-pays will be collected at time of service. Any outstanding patient responsibility amounts will be collected from you and will accrue interest charges. By law, a commercial insurance will be considered as the primary insurance in a Medicaid recipient with a coinsurance.

PHYSICALS will be scheduled by you, every year, on the month of your child's birthday.

A NO SHOW FEE will be charged to you for any missed appointments that are not properly cancelled in advanced. A phone voice message on our after-hour answering service, at any time, 24/7, is accepted. Call: 305-246-1030, press 1, WAIT FOR THE TONE, leave the phone number, date, time and name that is being cancelled.

CASH ONLY IS ACCEPTED. We apologize for any inconvenience.

EACH OFFICE VISIT, bring your OFFICIAL I.D., INSURANCE CARD and your child's SHOT RECORD. If anyone, other than the authorized adult, accompanies a child, he/she needs to present to us their official I.D, with a notarized permission letter, written by the authorized person. As an authorized adult, you may write a permission letter, while in our office, authorizing another adult to bring your child to our office. We will accept your signature without a notary, at that time, and keep this permission letter in your child's file for future reference.

EACH OFFICE VISIT, update any phone, address or insurance change. EACH OFFICE VISIT, update any allergies, medications, medical, surgical, social or family circumstances. EACH OFFICE VISIT, update any recent emergency room or hospital admission and any recent specialist or therapy consultation. After all hospital admissions or emergency room visits, schedule an office visit, follow up, at our office within 48-72 hours, or earlier. Request all specialist consults and all therapy reports to be mailed: Portofino Pediatrics 925 NE 30 Terrace Suite 202 Homestead, FL 33033 or faxed: 305-246-2387 to us.

WALK-IN APPOINTMENTS ARE ACCEPTED: Walk-ins need to call the office to request a same day appointment.

MEDICAL ADVICE OVER THE PHONE is not recommended by The American Academy of Pediatrics. Schedule an office visit so that your child may be evaluated.

ALL LAB RESULTS, ALL MEDICATION REFILLS AND ALL REFERRALS NEED A SCHEDULED OFFICE VISIT. We cannot fax any of these requests. We cannot discuss, over the phone, any lab results, whether normal or abnormal.

FOR YOUR SAFETY AND THE SAFETY OF OTHERS:

CHILDREN REQUIRE CONSTANT ADULT SUPERVISION. NO CHILD, TEEN OR ADULT, may run around, jump or climb, lay or put their feet on the furniture or enter the administrative office area office or lounge area; or open any cabinets or drawers including the exam bed drawers or shelves; or mark, stain, write or puncture anything with pens, pencils, markers, or keys; or touch the mirrors or paintings. DO NOT SIT CHILDREN ON ANY OF OUR COUNTERS INCLUDING THOSE OF THE CHECK-IN AND CHECK-OUT WINDOWS, TRIAGE, OR EXAM ROOMS.

EATING OR DRINKING IS NOT ALLOWED INSIDE THE OFFICE. DO NOT STICK CHEWING GUM ON THE OFFICE FURNITURE. Outside of our office, are conveniently placed water fountains and safe, locked bathrooms with comfortable changing tables. Ask the receptionist for the bathroom key and remember to return it. Soiled diapers need to be changed in the bathroom or outside garbage. DO NOT LEAVE SOILED DIAPERS IN THE OFFICE GARBAGE.

MOBILE PHONES, RADIOS, AND OTHER ELECTRONIC DEVICES NEED TO BE SILENCED AND EAR PHONES USED. In consideration of others, step outside of the office to talk on your mobile phone. The Doctor, Nurse Practitioner, Medical Assistance or Receptionist can only attend to you when you are off all electronic devices.

Newborns, Well-Child, and Non-Ill Office Visits, may request to be seated away from ill patients. We have separate designated Well and Sick waiting rooms.

We need everyone to sit and wait in their assigned area. For your safety and the safety of others, do not crowd doorways or hallways. Adult cooperation and proper example is requested.

We cannot accommodate large strollers in our waiting rooms, exam rooms, or triage areas.

We reserve the right to ask anyone that is persistently disruptive, to leave our office, at once, after the well being of the patient is secured. They will then need to find another pediatric facility within the next 30 days. Children and Families will be contacted, as well.

Security cameras are monitoring our office 24/7.

CALL 911 FOR LIFE THREATENING ISSUES OR GO TO THE NEAREST EMERGENCY ROOM.

After hours, an answering service is available for clinical matters that need attention, right away. CALL THE OFFICE NUMBER: 305-246-1030, not the doctor's mobile phone. Listen carefully to the entire voice message so that you may make the correct selection. AFTER THE TONE< STATE YOUR PHONE NUMBER TWO TIMES, CLEARLY AND SLOWLY. IF you do not receive a call back in 30 minutes, repeat your call. If we do not return your call after 2 or more attempts, within an hour, day or night, and your child needs medical attention right away, do not wait. Go to the nearest emergency room immediately or call 911.

Your feedback is welcomed and essential in our ongoing pursuit to better serve you. You may leave your comments at [vazquezn@portofinopediatrics.com](mailto:vazquezn@portofinopediatrics.com)