

# Pediatrics

**Telephone number-** 734-2778 (Appointment Line)

**Pediatric Message Line-** 734-2778

## **To Make an Appointment**

Patients are seen by appointment only. Appointments are available for acute illnesses (within 24 hours), routine medical conditions (within 7 days), and well child/established issue visits (within 30 days). Appointments can be scheduled by either calling the appointment line 734-2778 or logging into TRICARE On-Line. If your child is sick, please let the technician know so that we may keep sick and well children separated. If you have more than one child that needs to be evaluated, you must make a separate appointment for each child. Any family needing more than 2 children evaluated on the same day are asked to have 2 parents or guardians present during the patients appointments in the clinic.

## **Cancellation**

If you are unable to keep an appointment, you must contact the Appointment Line (734-2778) prior to the appointment to cancel and/or reschedule. Failure to cancel/reschedule an appointment within 24 hours will result in a No-Show.

## **Telephone Assistance**

For reasons other than an appointment (to ask questions, inquire about medication, request test results, refills and referrals), please call 734-2778, and follow the prompt to be transferred to the Pediatric Clinic telephone consult line. Please leave your child's name (spell it out), last four of the sponsor's social security number, 2 daytime telephone numbers and a detailed description of your request/question. Triage of your child's illness will be answered by a Registered Nurse within 2 hours of receiving your call, Our providers will complete medication refill and referral renewal requests as soon as possible but within 3 days. You will receive a written referral authorization from TRICARE Humana within 7-9 duty days via mail. All questions after the referral has been entered (3 duty days) should be directed to TRICARE Humana at 1-800-444-5445. All messages with general questions or concerns will be answered within 1-2 duty days. For all urgent concerns, you are encouraged to schedule an appointment through the appointment line or TRICARE On-Line.

## **After Hours Assistance (Nights, Weekends, and Holidays)**

A triage line is available for urgent matters after hours, weekends and holidays by calling the appointment line 734-2778. A Registered Nurse will contact you within 3 hours to either provide you with home health care advice or send you to an Urgent Care

Facility or Emergency Room as needed. .

### **Well Baby Visits, Well Child and Sport/Camp Physical Visits**

Well baby appointments are available on the following schedule: 3-5 days of life, 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months. For the 2 month and greater well baby visit, please call well in advance (four weeks) to schedule these appointments. Well child appointments are encouraged to be scheduled during a child's birthday month and if scheduled annually can take the place of any additional needs for sport/camp/school physicals without requiring an additional appointment to have special physical forms completed. Well baby appointments "MUST NOT" be scheduled prior to the child turning the specific age (i.e. 4 months) because vaccinations indicated at the particular age cannot be given ahead of schedule.

### **Referrals and Consults**

When specialty care is not available at the 72d Medical Group, your child will be referred to a civilian provider. Once your PCM decides a referral is needed for your child, your PCM will complete a referral for civilian medical care. To inquire on the status of your child's referral, please call (800) 444-5445 and select the appropriate option or connect with TRICARE On-Line.

**Clinic Hours: 7 a.m.-4 p.m.- Monday-Friday**

**Closed 7 a.m. - 9 a.m. every Wednesday for mandatory training.**