

GENERAL OFFICE POLICIES

Well Child Appointments

Well child appointments are an important part of pediatric medical care and focus on a child's growth and development as well as health promotion, parenting and injury prevention. Appointments are scheduled at regular intervals from birth through adolescence.

Acute Care Appointments

We see patients for illness or other concerns by scheduled appointments and do not have a time blocked for walk-in appointments. To best meet your needs, please call to schedule an appointment time for your child. Acute care appointment times are allotted for same day availability. If you decide that more than one of your children needs to be seen, please let us know in advance of the scheduled appointment time.

Prescription Refills

You may request a prescription refill by calling the office and leaving a message on the nurse advice line. Please include your child's name, date of birth, the name and dose of the medication, The pharmacy name and phone number and your contact telephone number.

School, Camp & Sports Forms

If possible, please bring any forms you need completed to your child's well child appointment. Forms may otherwise be faxed, mailed or delivered in person. Please allow five business days for completion of forms when possible.

After Hours

After regular office hours you may obtain advice from the nurses at UNC hospital's HealthLink triage center. Their toll-free number is (888) 267-3675. A physician is on call after hours and will be paged by the nurse for any call that requires the doctor's advice or assistance.