



CHILDREN'S CLINIC

Washington University Clinical Associates

8888 Ladue Rd, Ste. 100

St. Louis, MO 63124

314-862-4050

childrensclinic.wustl.edu

WELCOME TO CHILDREN'S CLINIC!

Children's Clinic is a pediatric practice comprised of seven board certified pediatricians and four nurse practitioners. Our practice is centrally located, with easy access from Highway I-170 and Ladue Road. We appreciate the opportunity to provide care for your children.

OFFICE HOURS

Phones open at 8:00am Monday through Saturday

Monday through Friday: 8:00am to 5:00pm (our last appointment time is 4:30pm)

Saturday: Morning hours by appointment only

For Appointments (well or sick), dial (314) 862-4050

A LITTLE BIT ABOUT US

- We see patients from birth through college.
- Our office has separate well and sick waiting rooms.
- Our office has 22 exam rooms.
- We offer same day appointments for sick or injured children.
- The physicians in our practice are closely associated with St. Louis Children's Hospital. This association provides easy communication with attending physicians and specialists to facilitate the very best of care for our patients.
- Our physicians and nurse practitioners maintain their certifications through continuing education programs that keep their knowledge base current.

WELL CHILD VISITS

Newborns

The initial office visit is 1-3 days after your discharge from the hospital. A subsequent weight check occurs at 2 weeks of age. Additional weight checks are scheduled as needed.

Infants and Toddlers

We see patients at 6-8 weeks, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, and 30 months. Immunizations are usually given at each of these visits. We recommend a vision screen at the 12, 18, 24, and 30 months visits. We routinely check a capillary (finger stick) hemoglobin and lead level at the 12 month visit with ongoing risk assessments at subsequent visits.

Children and Adolescents

We encourage a yearly check-up (physical) for every child. At these visits we review overall health, medications the child is taking, diet/activity, sleep, developmental milestones, and complete physical exam. We routinely check vision and hearing per the AAP Bright Futures recommendations.

Scheduling Well Visits

Our office schedules appointments for well visits 3 months in advance. Well child visits may be scheduled with physicians or nurse practitioners. Some of the physicians' schedules fill very quickly. Therefore, if you prefer to see a particular provider, please call as early as you can on the day the appointment schedule opens. Our busiest season for check-up



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appointments is late spring and summer (due to school and sports team requirements). **We encourage you to make these appointments well in advance. Inability to get a physical may impede sports participation or admission to school.**

Most insurance plans now cover check-ups; however, some do not. Some plans will pay for one check-up any time within a calendar year. Other plans go year-to-date (meaning if you had a check-up last August, they will not cover a check-up again until the following August). Also, some plans may not cover immunizations. We encourage you to be familiar with your particular plan before scheduling a check-up appointment, as parents are responsible for non-covered services and vaccines.

Sports Physicals

If you are not due for a routine well visit, but need a physical for camp or sports, we offer these visits for a \$35 fee. These visits are not billed to insurance.

SICK CHILD APPOINTMENTS

We make every effort to see your sick child on the same day you call for an appointment. If you prefer to see a particular provider, please ask about their availability. If your usual provider has an opening, you will be scheduled with that person. If his/her schedule is full, then you will be scheduled to see the first available provider (physician or nurse practitioner). Scheduling this way allows us to see sick patients more quickly and efficiently. Our practice relies heavily on our nurse practitioners, and you may see one of them if your child is ill or injured. Our nurse practitioners are very skilled and capable of handling most situations. They consult with a pediatrician when the need arises.

EVALUATION OF ATTENTION DEFICIT HYPERACTIVITY DISORDER

Prior to evaluation in the office, we strongly recommend psychoeducational testing to be completed. Please contact the office to obtain a referral list or discuss with your provider. Our providers have a great deal of expertise in the evaluation and management of ADHD. We appreciate having some information from both parents and teachers to utilize in our evaluation of the child. Standardized forms (Vanderbilt) may be picked up at our office or can be printed from our Forms tab on our website. Please complete prior to the first consultation appointment. This appointment will be lengthier than a well-child visit and is attended by both parents if possible and the child.

IMMUNIZATIONS (see attached Children's Clinic Vaccine Policy)

Vaccines help prevent serious or life threatening diseases that previously were common in this country. While the incidence of these diseases is low in the U.S., the viruses and bacteria that cause them still exist. We feel very strongly about the importance of immunizing our patients as recommended by the American Academy of Pediatrics. For more general information about immunizations, please visit the following websites: American Academy of Pediatrics (www.aap.org), Centers for Disease Control (www.cdc.gov), or Children's Hospital of Philadelphia (www.chop.edu/service/vaccine-education-center/home/html) and click on "Your Child's Health", then "Vaccine Information"). Links to these websites may be accessed from the Children's Clinic website. Feel free to discuss any questions with your provider.

Routine Schedule (this changes periodically in accordance with updated guidelines)

- 6-8 weeks: Pentacel combination (DTaP, Polio, Hib), Pneumococcal, Hepatitis B, Rotavirus
- 4 months: Pentacel combination (DTaP, Polio, Hib), Pneumococcal, Rotavirus
- 6 months: Pentacel combination (DTaP, Polio, Hib), Pneumococcal, Rotavirus, Flu optional, Covid optional
- 9 months: Hepatitis B



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- 12 months: Pneumococcal, HIB, MMR (measles, mumps, rubella)
- 15 months: Hepatitis A, Varicella (chicken pox)
- 18 months: DTaP
- 24 months: Hepatitis A
- 4 or 5 years: DTaP, Polio, MMR, Varicella
- 11 years: Tdap, Meningococcal, HPV-9
- 12 years: HPV-9
- 16 years: Meningococcal
- 17 years +: Meningococcal B x 2 before college, Tdap #2 given 10 years after first dose

AFTER HOURS SERVICE

We utilize the St. Louis Children's Hospital After Hours Service for emergency phone calls when our office is closed. When you call our exchange (314) 362-2110, the After Hours nurse will return your call, assess your child's symptoms and give advice on what steps you can take to help your child feel better. The nurse's advice is based on established pediatric protocols that have been reviewed and approved by a Medical Director and advisory committee of community pediatricians. The pediatric nurses use their clinical judgment and years of experience to make an informed decision about each situation. The nurses can usually resolve most problems during this initial call. However, a physician from our practice is always on call and can be contacted by the After Hours nurses if necessary. **Because we are charged for each call, we ask that you call our office during regular hours for common problems like colds, congestion, pinworms, head lice, over the counter medication dosing and medication refills. Calls made to the emergency After Hours service that are deemed to have been non-urgent may be subject to a charge that will be the responsibility of the parent--telephone management is not yet a covered benefit of most insurance plans.**

St. Louis Children's Hospital KidCare app for your phone is a useful tool for many routine medical questions.

Insurance Plans

We participate in many insurance plans. For some insurance plans we accept assignment of benefits, but in all cases we require that the guarantor (the person responsible for paying the bill) is personally responsible for paying whatever the insurance plan does not cover. Please review this link: <https://physicians.wustl.edu/for-patients/health-insurance/> Every insurance plan offered through employers varies in what services are covered and under what conditions. **We strongly recommend that you be familiar with your own plan benefits and the potential costs which might be incurred.** Even though your plan might be a major plan, the details of coverage negotiated by your company for coverage of services may be very different than another company's plan. Also, companies frequently renegotiate their contracts with the insurance plan and change their plan benefits. Please make sure you familiarize yourself with these changes when they occur. It is our policy not to become involved in disputes between you and your insurance company about payment for services we have provided, other than to provide the insurance company with factual information as necessary. Some insurance plans require certain services to be approved before they are provided (pre-certification). We are happy to provide this service if we know it is needed.

Referrals

Some insurance plans require a referral from the primary physician before seeing a specialist. If this is true of your plan, please make the appointment with the specialist, then call us with the name of the physician, date and time of the appointment, as well as the child's name, date of birth, parent's name, and a contact phone number in case we have questions. This can be done by calling our main phone number and pressing option 5. We will facilitate the referral for you. Please allow at least 2 business days before the appointment with the specialist to complete the referral process.



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We are **NOT** able to initiate retroactive referrals (trying to get payment for a visit with a specialist after the visit has already occurred). If your child's specialist requests a test or procedure, the specialist's office will order and seek pre-authorization for the test.

Missed Appointments

All appointments need to be cancelled 24 hours in advance. If you miss a scheduled appointment, we reserve the right to charge a \$25 fee per appointment.

Questions about your bill

If you have questions or concerns about your bill, we are happy to try and answer these. Please call our regular office number and press option 5. Leave a message on the voicemail and we will return your call as quickly as we can. You may also call Washington University Physicians Billing Services department at 314-273-0500.

School Forms or Copy of Immunization Records

Please bring all school/sports/camp forms that need to be completed to your child's checkup appointment. We will complete forms brought to the check-up. If you do not bring any forms with you, we will complete our physical form for you at that time.

We require 3-5 business days to complete school forms or generate an immunization record if not associated with a check-up. If you need this done more quickly, we reserve the right to charge an additional fee.

When calling to request a school form or immunization record to be completed for your child, please call our main number and press option 5, then option 4. Please leave detailed information including:

- Your name and contact phone number (so we can contact you if we have questions).
- Child's name (please spell the last name)
- Child's date of birth
- What your request is (school form or immunization record, or both).
- Whether you want the form mailed, faxed or picked up. Please let us know the details for delivery: i.e. if mail, the contact person to send it to, the name of the school or daycare, and the complete address.

Signing up for MyChart allows patients/parents access to certain medical records and forms more quickly. Please access the MyChart tab on our home page for more information.

Request for Transfer of Records

If you are moving or transferring to another physician, we are happy to provide a copy of your child's medical record to the receiving physician. You may download or pick up the form to request this. Once we receive the signed request, we will provide one copy to the physician to whom you are transferring, free of charge. For transferring in/out of our office, please review our Forms tab on our home page for the WU Transfer of Records Release Form. If you are requesting medical records dated before 2/1/2021 (before we merged with Washington University Clinical Associates), please complete the medical release form from The Children's Clinic. For transferring into our office, please review our Meet The Team tab to inquire which physicians are accepting new patient transfers and newborns.



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Children's Clinic Vaccine Policy

- We firmly believe in the effectiveness of vaccines to prevent serious illness and to save lives.
- We firmly believe in the safety of vaccines.
- We firmly believe that all children and young adults should receive all of the recommended vaccines according to the schedule published by the Centers for Disease Control and Prevention and the American Academy of Pediatrics.
- We firmly believe, based on all available literature, evidence, and current studies, that vaccines do not cause autism or other developmental disabilities.
- We firmly believe that vaccinating children and young adults may be the single most important health-promoting intervention we perform as health care providers, and that you can perform as parents/caregivers. The recommended vaccines and the schedule with which they are given are the results of years and years of scientific study and data gathering on millions of children by thousands of the world's brightest scientists and physicians.

All patients in the practice will be required to receive vaccines according to the guidelines set forth by the CDC and AAP. Please be advised that delaying or "splitting up the vaccines" is potentially dangerous, and this practice will not be condoned. Any patients who previously started an alternative schedule will be required to become up-to-date on their vaccines at their next appointment. If you choose to refuse to vaccinate your child, we will ask you to find another health care provider who shares your views.



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SNOW DAYS

In case of a winter storm threat, we have teamed up with our local news stations, channels: Fox-2, KMOV-4, & KSDK-5 to bring you information about possible closings or delayed openings for the Children's Clinic! Please check those channels or their websites if there happens to be a winter storm threat.

We will make an effort to call the patients who have appointments on those days and inform them, as well.

For the most up-to-date information, checkout our Children's Clinic Facebook page!



"like" us on
facebook



Follow us on Instagram @ [wuca_childrens_clinic](https://www.instagram.com/wuca_childrens_clinic)