



18102 Irvine Blvd. #103 / #105  
Tustin, CA 92780-3423  
Tel: (714) 565-7960  
Fax: (714) 565-7982  
www.pam4kids.com

**Welcome to our practice.** We know that selecting a new doctor is a big decision and we thank you for choosing our practice. Our mission is simple: to provide you with quality healthcare and a caring office atmosphere. The following information has been assembled for informational purposes as well as to assist you in receiving medical care through this office. We have also tried to address some of our frequently asked questions. Be sure to put this information where it can be used as a reference.

### **IMPORTANT NUMBERS:**

Children's Hospital of Orange County (CHOC)	(714) 997-3000
St. Joseph Hospital, Orange	(714) 633-9111
Poison Control	(800) 876-4766

### **HOW TO REACH US:**

Our office address is 18102 Irvine Blvd #103 & #105 – Tustin, CA 92780

Our phone number is (714) 565-7960                      Our main fax number is (714) 565-7982

Our office hours are    Our phones are open from 7:30 a.m. to 5:30 p.m. Monday through Friday – we generally do not close for lunch.

We see patients from 8:00 am until 5:30 pm. Monday through Friday.

We do not accept walk in appointments. Please do not come to the office without an appointment. We can always work in an extra patient into our schedule provided we have some advanced notice. If you cannot keep your scheduled appointment, please call the office to cancel or reschedule.

After office hours    We have an answering service that is available whenever the office is closed. Just call our main number - (714) 565-7960.

### **What if someone in my family becomes ill when the office is closed?**

If your family member has a life-threatening illness or injury – call 911 immediately.

We have an advice nurse on call when the office is closed to assist you with questions regarding sick or injured children. Call our office number (714) 565-7960

A physician is available 24 hours a day, if the nurse is unable to help you. The nurse will speak with you and contact the physician on call. They will advise you if you need to seek care from an urgent care center or emergency room.

### **HOW WE SCHEDULE OUR APPOINTMENTS:**

We do not accept walk in appointments. Please do not come to the office without an appointment. We can always work in a sick child into our schedule, provided we have some advanced notice.

Please refrain from “adding on” another child when you arrive. Please schedule an appointment for each child that needs to be seen. This will allow us to be ready when you arrive – and it will help our physicians stay on schedule. If you are unable to keep your scheduled appointment, please call the office to cancel or reschedule to make that appointment available for another patient and to avoid a possible “no show” charge.

All **well** visits are scheduled in advance. Depending on the time of year, the physician you would like to see and our schedule this may be one to four weeks in advance.

Visits for **sick** children are generally scheduled the same day you call. We have one physician each day that sees only urgently sick children.

When you call the office, you will be asked for 1) your child's date of birth 2) what kind of problem your child is having, 3) if you wish to see a particular physician and 4) what time of day you would like to be seen. Please keep in mind that during the school year it may be necessary to take your child out of school.

Please do not be late for your appointment. We do our best to stay on time and we ask that you help us with that by arriving 5-10 minutes before your scheduled appointment time.

### **When I call the office to make an appointment – Why am I am told that a nurse will call me back?**

Children are often the “victims” of a viral illness, something that's just going around. The best “medicine” for them is rest, fluids, and perhaps something to help reduce a fever. You may not need to bring them into the office. Our advice nurses are LVN's that have been trained in telephone triage and follow guidelines set forth by our physicians and national standards. You may discuss your child's illness with them and if indicated, they are able to schedule a same day appointment for you.

### **PERScription REFILLS**

If you need a refill for a continued use medication, such as asthma, or allergy medication, etc. you may call your pharmacy directly. If you do not have any refills on file with them – they will call us to extend your prescription.

### **THE FINANCIAL SIDE OF MEDICAL CARE**

It is important for you to know what your insurance plan covers and what it does not. For instance, a newborn is generally covered for the first 30 days under the mother's policy. **You must call your insurance company within those first 30 days to notify them of the birth of your child, otherwise your child may not be covered.** Well child exams may or may not have a copayment and/or coinsurance (or both) due and may or may not be a covered benefit.

It is also important for you to notify us if there is any change in your insurance or in your personal information (name, address, phone number, etc.)

We accept all major PPO insurance companies and will bill your primary carrier as a courtesy. Balances due after your insurance company has paid are considered delinquent after 30 days. Accounts not paid will be put to a pre-collections status while we try and reach you. After that they will be sent to an outside collection agency for further action. The CHOC business office staff is happy to assist you with setting up a payment plan. They can be reached at 714-509-3009.

We participate in two HMO medical groups that include many health plans. They include St. Joseph Hospital Affiliated Physicians (utilizing CHOC and St. Joseph Hospital) and Monarch IPA (utilizing CHOC. We currently see patients of existing families with CalOptima coverage through CHOC Health Alliance Medical Group. Our panel is currently closed to new families.

If your insurance plan has a copayment, please plan on making that payment when you check in for your appointment. We do not bill for office visit copays. We accept cash, personal checks, and credit cards.

### **OUR PHYSICIANS**

Reshmi Basu, M.D.

Dawn L. Bruner, M.D.

Michael W. Cater, M.D.

Angela SW Dangvu, M.D.

Norah Gutrecht, M.D.

E. Daniel Mackey, M.D.

Carlos Martinez, M.D.

Priya Mody, M.D.

Marisa N. Turner, M.D.

Additional information about our practice can be found on our web site at [www.pam4kids.com](http://www.pam4kids.com)

We're glad you're here and look forward to providing excellent service to your family.