



# Anderson Hills

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## PEDIATRICS

## NEWS & UPDATES

### CHECK IN REMOTELY FOR YOUR CHILD'S APPOINTMENT

We recently have partnered with Phreesia to provide you with a private and secure way to check into appointments by submitting your information, completing forms, and making payments from the comfort of your home. In the near future, you will receive texts and/or emailed appointment reminders that will trigger an individualized check-in. These mobile registrations can be completed anytime, anywhere, via smartphone, tablet, or computer. We will have Phreesia pads available should you choose to complete the check-in process in our office. We ask that you continue to arrive at least 15 minutes prior to your appointment to complete any required clinical forms.

### REFILL REQUEST CHANGE

Please take note of our new refill request process. In effort to better serve you, general refill requests should now be made through your pharmacy. The pharmacy will notify you when your prescription is ready for pick-up. All controlled substance refill requests (including ADHD medication refills) will still be requested through our refill line.

### PHONE TREE CHANGES

Our phone tree has recently changed. Please listen carefully when calling in to ensure you are directed to the correct contact.

### WAIT TIMES

We are actively working on ways to help reduce your wait time to improve your patient experience! Providing details of your concerns with our staff when scheduling can help ensure appropriate time is allotted for each patient. Please stay tuned for changes to our late policy and check-in process that should help as well!

### CHECK UP BILL EXPLAINED

At times, an additional charge may occur with your child's check-up. It is important to us at AHP to make the most of your time and save you additional trips to our office if possible by addressing these concerns when they arise. If it is necessary for your doctor to address chronic health concerns or a new problem during the check-up, there will be a bill for the services or care provided. If you know that you would like to discuss a new concern at your child's check-up, please let us know when scheduling so that we can ensure that an appropriate amount of additional time can be provided.

### UPCOMING EVENTS

We host prenatal classes for expectant parents. We would be honored if you would refer us to your friends or family that might be expecting!

2/18/19: Prenatal Class

4/1/19: Prenatal Class

*From everyone at Anderson Hills Pediatrics,  
Thank you for trusting us with your care!*