



Utah Valley Pediatrics is home to the best pediatricians, nurse practitioners, and physician's assistants in Utah and we're excited to serve your family. The information in this packet will help you get the most from each appointment and manage your child's medical care with as little stress as possible.

Your Child's Records

Please request a copy of your child's medical records from your previous medical provider. We will need you to bring them with you to your first appointment so that we can accurately update your child's medical record.

Call Us First

Our website has a large health library, many online tools, and copies of all our policies and location information. But if you can't find what you're looking for, call us. We're happy to help.

Medical Questions

Our nurses handle all calls for referrals, refills, prior authorizations, and all medical questions. You can reach a nurse by texting or calling

Our Pediatricians Are:

- Trained 30 months longer in child health issues than Family Practice physicians.
- Better trained to handle NICU "graduates" Specially trained to work with children with special needs.
- Experts in the emotional, social, and physical development of children.
- Experienced with working with all children — shy, loud, wiggly, scared, and more.
- Passionate about working with kids.
- Familiar with how conditions, treatments, and medications affect children differently.
- Board Certified in Pediatrics.

the main office number and asking for your pediatrician's nurse. If the pediatrician needs to call you back, it will likely be during lunch or at the end of the day. Keep a pen and pad handy to write down any notes, names of medications, etc.

Online Tools

Our website is a great resource for up-to-date recommendations, interesting articles, and our patients' most frequently asked questions.



Patient Portal

Available 24 hours a day, 7 days a week, our patient portal is a free tool to simplify your life. Use it to leave a message with your physician, request a prescription refill, or view your child's medical

records. To set up an account, please call your pediatrician's office, and a receptionist will help you set it up. Afterward, you'll receive an email with your login, password, and instructions.

Health Library

In the "Health Topics" tab, you will find a wealth of information on hundreds of medical conditions, health tips, and parenting advice. You will also find medication dosage charts, an immunization schedule, plus surveys and questionnaires on everything from child development to weight management.



You can also search for your child's symptoms using the "Is Your Child Sick?" tool. This tool may help you determine how sick your child is and whether or not you need to call the doctor. If it is safe to treat your child at home, this tool offers some helpful tips.



Office Hours

All offices are open from 8:30 a.m. to 4:30 p.m., but your pediatrician's office hours may vary slightly. Visit uvpediatrics.com/offices/ to find out exact office hours.

After Hours Care



Sudden health concerns rarely seem to happen between nine and five.

That's why we always have staff on duty 24/7, including holidays and weekends. Before heading to the urgent care, give us a call. We're here to listen and help determine the best course of action, whether that's offering home-care advice or having your child seen by a doctor.

Call Us First:

We're here 24/7 to offer the appropriate care or guide you to it.

How After Hours Care Works

1. Call your pediatrician's office number. You'll be directed to the on-duty pediatric nurse.
2. If the on-duty pediatric nurse thinks your child should be seen, he or she will direct you to the appropriate care location.
3. If your child doesn't need to come in, we'll provide guidance on at-home care so you can rest easy.

Should I Call or Wait?

If you're concerned, don't hesitate to call. We're here to answer your questions. (Some non-urgent questions can wait until morning, though.) Here are a few resources to help you decide.

- **Symptom Questions:** Our "Is Your Child Sick" tool is a wealth of information for determining which symptoms merit seeing a pediatrician.
- **Prescriptions Requests:** In the best interest of your child, our policy is to always see children in person before prescribing medications.
- **Administrative Questions:** Our regular administrative staff isn't here evenings or weekends so if your question is about appointments or billing, please call during regular office hours.

Note: If your child is seen in office, there is an after-hours fee set by your insurance plan. For most plans, this is less expensive than the urgent care fee. Please bring your current insurance information and cards with you.

Offices & Hours

The "Offices & Hours" tab provides directions, maps, hours, phone numbers, addresses, administrative forms, and after hours information.

uvpediatrics.com

Our website has the latest forms, policies, medical dosage charts, immunization schedules, insurance information, surveys, and questionnaires.

You can also find helpful information and forms for planning your first visit at: uvpediatrics.com/offices/first-visit/

Insurance & Billing

The "Insurance & Billing" tab is a great place to pay a bill, find answers to insurance questions, read our financial policies, and see a list of accepted insurance plans.

About Us

The "About Us" contains a wealth of information about our pediatricians and the history of Utah Valley Pediatrics. In this section, you will also find company policies, quality measures, performance results and much more.

Quick Links Side Bar

It's easy to find the information you need the most. Find links to medicine dosages, paying your bill online, the Ages and Stages Questionnaires (ASQ), and our newsletter.



Understanding Immunizations

Immunizations are an important part of your child's health. Our immunization schedule is online at uvpediatrics.com/health-topics/immunization-sched/

Our Policies

Late Show / Now Show Policy

We make every effort to schedule same-day appointments for ill children and timely appointments for preventive-care and follow-up issues. No-shows and late-shows delay the delivery of health care to other children and increase wait times.

To help make health care accessible to all who need it, we require 24 hours notice for cancellations on previously scheduled appointments and at least one hour notice for same-day appointments. Patients who are more than 15 minutes late to their appointment may be asked to reschedule. Repeated no-shows will result in a no-show fee for each missed appointment.

A complete copy of our Late Show and No-Show Policy may be found at your Pediatrician's office or at uvpediatrics.com/Docs/no-show-policy.pdf

Financial Policy

Payment of your bill is considered part of your child's treatment. Although you are ultimately responsible for any charges accrued on your account, we are here to help you navigate through areas such as:

Responsible Party

Co-Pays/Co-Insurance

Deductibles

Billable Services

Insurance

Statements

Payment Plans

Interest

A complete copy of Utah

Valley Pediatrics' Financial Policy may be found at your Pediatrician's office or at uvpediatrics.com/insurance-billing/financial-policies/

Privacy Practices

Utah Valley Pediatrics is committed to treating and using protected health information about your child responsibly. Our Notice of Privacy Practices helps you understand how and when we use your information for treatment, payment, and health operations. It provides information about what your rights are in accessing your health record or restricting its use. This notice also details our responsibilities in protecting and disclosing your health information.

We encourage you to review this information carefully. A complete copy of our Notice of Privacy Practices may be found at your Pediatrician's office or at uvpediatrics.com/about-us/policies/

Commercial Vaccines vs. VFC Vaccines.

Children through 18 years of age who meet one of the following criteria are eligible for Vaccines for Children (VFC), which are provided free of charge by the federal government. There is a minimal injection fee per shot for VFC administration.

- Medicaid/CHIP eligible
- American Indian or Alaska Native
- Self-pay (no insurance coverage)

Children whose insurance policies allow vaccines are not eligible for VFC regardless of deductibles.

Children with private health insurance may be considered underinsured if the policy:

- Does not cover vaccines
- Covers only select vaccines
- Caps vaccines coverage and ceases vaccine coverage once a cap is met

Underinsured children are eligible to receive VFC vaccines but they must be administered at a Federally Qualified Health Center rather than a private practice.

Newsletter:



We strive to keep parents up to date on the latest health topics and advisories. Our newsletter covers pediatric news, seasonal and age specific topics, and news about Utah Valley Pediatrics. Sign up at the bottom of any page on our website.



Problem, Concern? Call Us!

We want to know how we can help your family have the very best experience with us. Call the number for your office and ask to speak with the manager.

American Fork	801-756-5290
Cherry Tree	801-224-7225
Mapleton	801-853-3300
Payson	801-465-2800
Provo	801-373-8930
Saratoga Springs	801-407-6500
Spanish Fork	801-794-7947
Timpanogos	801-224-0421
Vineyard	801-357-7883



Your Feedback is Critical

Tell Us About Your Experience

If you are dissatisfied for any reason, please call us so that we can make things right. We take great pride in our service and want to know firsthand if there is anything we can do to improve. We encourage you to contact the office manager (listed above) where your child received services.

Leave an Online Review

Online reviews are a quick way to refer other families to our office and also a good way to let our staff know when they've made a difference. Reviews also help potential patients find out more about us in their search for the right doctor. Leaving us feedback is fast and easy. Go to uvpediatrics.com/about-us/review to begin.

