

Noah's Ark Pediatrics

Where Your Child's Health and Your Family's Well Being is Our Priority!

What to Expect!

Opening Remarks

Welcome to Noah's Ark Pediatrics. We are excited that you have chosen to utilize our services. This document will introduce our clinic to you and provide you with the necessary information to make your pediatrician's office experience friendly and accessible for all your child's health care needs.

Noah's Ark Pediatrics would like to provide you with the best and most up-to-date information regarding your child's health care needs. If you have suggestions or comments regarding our services, please don't hesitate to let us know by contacting our office manager at (623) 931-5001. The following is meant to inform you of our policies regarding 1st time visits, No-Shows, Cancellations, and use of the after hours on-call line.

1st Time Visits

If this is your child's first appointment with Noah's Ark we ask that you be at our office at least 20 minutes prior to the arrival time given to you in order to fill out the necessary paperwork and to insure that all eligibility requirements are met. While we make same-day appointments it may take us time to check your insurance eligibility and thus we ask that you be patient with us during any delay that may occur. If something is urgent please direct any requests that you may have to our Staff in the reception area. We are here to serve you and wish to provide you the best services possible. Please bring the following to the office with you:

- Your child's shot records so that we will be able to determine their needs at the first appointment.
- Your State Issued ID
- Your Current Insurance Card

After Hours on-call line

If you need to contact our office for any reason pertaining to an urgent matter you are more than welcome to call our after hours on-call line at (623) 931-5001. Please make sure that your phone is unblocked so that we can return your call ASAP. If you have an Emergency please seek immediate attention by calling 911, in ER, or urgent care. The after hours on-call line is only to be used in the case of questions that you may have regarding urgent health care matters pertaining to your child.

Summarized Fee Schedule

Noah's Ark understands the cost of Healthcare and its impact on our community. That is why we have made a great effort to keep our costs as low as possible without compromising on our desire to offer latest advancements and top quality medicine provided. The following chart shows our general self-pay fees. Please contact us for current fees as they are subject to change as a result of increasing operational costs:

Description	New patient	Established Patient
Office Visit	\$85	\$70
Follow Up	N/A	\$70
Well Check (Physicals)	\$85	\$70
Vaccines ea.	\$15	\$15

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No-Shows/ Cancellations

It is our goal at Noah's Ark Pediatrics to ensure that we are available when our patients need us and to try to decrease wait times as much as possible for everyone who arrives to their appointments on time. As such we have implemented the following policy:

Patients will be able to schedule appointments as needed/requested. In the instance the patient is unable to arrive to their scheduled appointment, the patient must notify Noah's Ark Pediatrics 24 hours in advance of the appointment to cancel the appointment. If 24 hours notice is not provided the patient will be considered a no-show. In the event a patient has accumulated 3 no-shows in a 1 year period, the patient's status will be changed to walk-in only. What that means, is when the patient needs to be seen, they must come into the office and expect to wait. We will see the patient as soon as we can fit them into the schedule. We will do everything we can to see the patient as quickly as possible, however, the patient may need to wait several hours or more. While it is rare for the wait to be that long, based on your arrival time and how busy the office is, it is possible and must be expected. The patients walk-in only status will revert back to normal in 1yr from the last no-show.

It is not our desire for this to occur, however, on a normal day up to 45% of our patients do not show up for their appointments. As a result we loose the ability to see patients who urgently need the appointment. No-Shows interfere with the health care of others and capital essential Noah's Ark Pediatrics to continue to provide service.

We make every effort to respect our patients time and we ask that our patients be respectful of our providers pediatricians and other patients. Thank you in advance for your assistance in this matter.

Important Information

Providers:

Dr. Eunice J Lee MD
Alexis Myers CPNP

Office Manager: Karin Moreno
Phone Number: (623) 931-5001 Fax Line: (623) 931-5120
Address: 17560 N 75th Ave, Glendale, Arizona 85308
Website: www.noahsarkpediatrics.com

Concluding Remarks:

Welcome once again to Noah's Ark Pediatrics where your child's health and family's well being is our priority!

Noah's Ark Pediatrics Staff