



Louisville **Pediatric** SPECIALISTS

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Dear New Patient and Family:

Hello! Welcome to **Louisville Pediatric Specialists**. In your important journey as parents, we are honored that you have chosen us to be your partner, cheerleader, and trusted healthcare guide. Choosing a pediatrician for your family is one of the most important decisions you will make in your child's life. We are a board-certified physician only group with combined 60 years' experience in pediatric medicine. We choose to be in a small private practice because this setting provides for more intimate, personalized care for your child. We want you to feel like we are family.

Our office is open Monday through Friday, 8:30 am. to 5 pm. except for holidays. We encourage you to call us anytime you need medical advice or are concerned about an illness. If you need advice after 5:00 pm, our after hours number is **502-935-5633**. Your call will be taken by a nursing triage call service. The nursing staff is very capable and can answer many questions about the care of your child. However, if you wish to speak to a doctor regarding an urgent matter, the on-call nurse will notify the provider and one of our pediatricians will respond to your call. Non-urgent or routine calls and visits should be made during regular office hours.

We will work with you to be seen the same day you call for an appointment. Appointments are recommended to be scheduled in advance. If you arrive more than 15 minutes late without notifying our staff, your appointment may be rescheduled.

Both parents are welcome at your child's appointment. If one of the parents is unable to attend the child's appointment, we ask that the parent who was at the visit convey the contents of the child's visit to the other parent. If for any reason neither parent can attend the child's appointment, we require a handwritten signed letter authorizing said person to bring the child in the parents' place. Please give the letter to the receptionist at the time of the visit. This letter is **ONLY** good for that one visit, if the letter is notarized, it will be good for one year.

We ask all patients to sign up for our patient portal on their first visit. The patient portal allows parents to manage and access your care in between visits. You may find the link to our portal on our website, www.louisvillepediatricspecialists.com. If you have any questions about the patient portal, we will be happy to assist you.

When you need a medication refill, we ask that you call our office or send a message to your doctor using your patient portal before 4:30pm. We will respond to all refill requests before the end of the business day.

Raising a child is an astonishing journey. Raising a healthy child involves the right partnership between you as parents and us as your doctors. We thank you for choosing us.