



Welcome to the Children's Healthcare of Atlanta Center for Craniofacial Disorders

What is the Children's Center for Craniofacial Disorders?

The Children's Center for Craniofacial Disorders provides care for children with cleft lip and palate, facial trauma and rare craniofacial syndromes, including Crouzon syndrome and craniosynostosis. Our doctors and staff treat children and young adults, from birth to age 21, from across Georgia and the country. We also treat children with:

- Skull abnormalities
- Facial and jaw abnormalities
- Soft tissue anomalies
- Hypernasality
- Speech disorders

We are not like your child's primary doctor. We do not treat children for well-child checkups, physicals or sick visits. These visits should be scheduled with your child's primary doctor.

Our office hours are 8 a.m. to 4:30 p.m. Monday to Friday. Call 404-785-2239 to get a prescription refill, speak to a nurse or make an appointment.

Caring for You

It can be stressful when families have to worry about making many appointments in different places. For some families, these would be hard to keep—especially if they do not live in Atlanta. That is why we treat your child using a multidisciplinary approach to care, with dentistry, orthodontia and maxillofacial surgery all in one spot.

Because you may see many specialists (doctors, therapists, nutritionists) during your visit, appointments might last from one to three hours. Bring books, toys, light snacks, extra diapers to make this time easier for you and your child.

Frequently Asked Questions

What doctors will my child see during his visit?

This depends on your child's diagnosis, medical history and the specialists involved. Sometimes your child will be treated by a nurse practitioner and physician assistant, who will talk to your child's doctor, as needed.

How will my insurance company or I be billed?

There will be at least two bills for your child's care—one for hospital services (such as a facility charge, labs, radiology or therapies) and one for the doctor's fee.

If your child was cared for by many doctors, you might get more than two bills asking you to pay more than one copayment. You also may get a bill from the doctor's office. Some of our doctors bill their services through their offices instead of through Children's.

Check with your insurance company to see what copayments and deductibles you must pay.

Contact 404-785-2239 if you have any questions about your bill.

What types of insurance does Children's accept?

We take most insurance plans. Some doctors bill through their office, which may not be in-network for your child's insurance plan. If you have an out-of-state insurance policy, your child's care also may be out-of-network.

How do I get prescription refills?

We can only refill prescriptions given by doctors at the Center for Craniofacial Disorders. Call 404-785-2239 and choose the *Speak to a Nurse* option—at least a week in before needing a refill. Then, choose the clinic your child goes to for care. Our nurses also are caring for other patients and may not be able answer. Allow two business days for us to return your call.

Will I receive an appointment reminder?

Yes. One week before you child's appointment, we will call you. When you get the call, press 1 on your telephone to confirm the appointment. Call 404-785-2239 to confirm or change your child's appointment.

What happens if I am late for an appointment?

Call 404-785-2239 and choose the *Appointments* option. If you are late, there may be a longer wait before your child is seen. Wait times can be from 10 minutes to two hours.

If you are more than 15 minutes late for your child's visit, you may have to reschedule your child's visit.

What if I need to cancel or miss an appointment?

If you cancel an appointment or miss one, the next appointment might not be for many months. If you do not show up for three appointments, we will not call you to reschedule.

If I leave a voicemail, when can I expect a return call?

Allow two business days for us to return your call. We will call you back as soon as possible. Urgent calls will be answered first.

If you have an emergency, call 911 or take your child to the nearest emergency department.

Do I pay for parking?

We do not validate parking. You should bring at least \$5 to pay for parking.

Scheduling

Call 404-785-2239 or e-mail srcranio@choa.org to schedule an appointment at the

Children need Children's®



Center for Craniofacial Disorders.

Customer Service

Our goal is to give your child and family quality care and great customer service. At Children's, we are always want make our services better. Children's gives out customer service surveys every month. The survey asks questions about your visit and asks you to rate us on a scale of one to five, with five being the best. Our goal is to get a five on all of the survey's questions. If you cannot give us a five, ask to speak with a supervisor or manager. We would like to talk about your concerns right away. Your opinion matters—it helps us to do a better job of caring for your child.

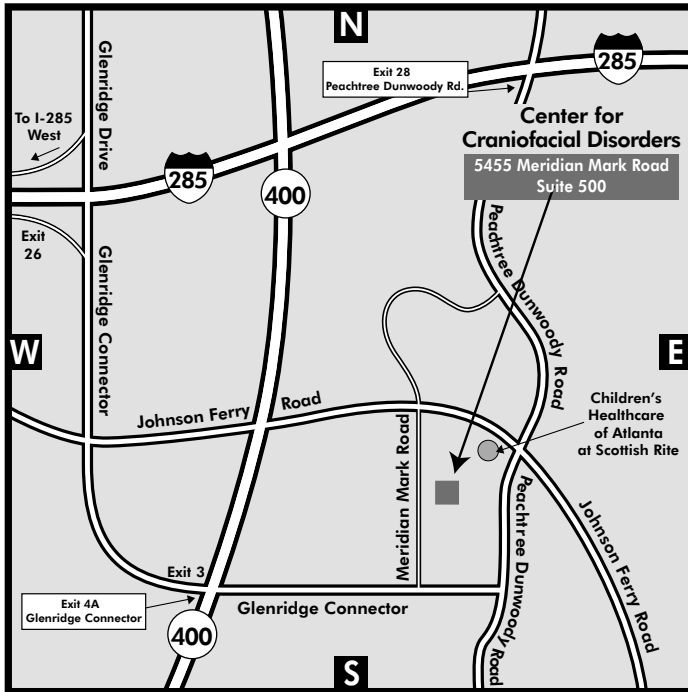
Some physicians and affiliated healthcare professionals who perform services at Children's Healthcare of Atlanta are independent providers and are not our employees.

Children need Children's®



Directions and Parking

Information for visitors



MAP NOT DRAWN TO SCALE

Children's Healthcare of Atlanta Center for Craniofacial Disorders

5455 Meridian Mark Road, Suite 200
Atlanta, GA 30342-1654
404-785-2239

Traveling on I-285 East

- Take Exit 26 (Glenridge Drive) (0.3 miles)
- Turn right onto Glenridge Drive (less than 0.1 miles)
- Turn left onto Johnson Ferry Road (0.4 miles)
- Turn right onto Meridian Mark Road (0.4 miles)
- The main entrance to the hospital is on the left
- Follow the signs for Visitor Parking

Traveling on I-285 West

- Take Exit 28 (Peachtree-Dunwoody Road) (0.2 miles)
- Turn left onto Peachtree-Dunwoody Road (less than 0.1 miles)
- Turn right onto Johnson Ferry Road (0.5 miles)
- Turn left onto Meridian Mark Road (less than 0.2 miles)
- The main entrance to the hospital is on the left
- Follow the signs for Visitor Parking

Traveling on GA-400 North

- Take Exit 4A (Glenridge Connector) (0.3 miles)
- Turn right onto Glenridge Connector (0.5 miles)
- Turn left onto Meridian Mark Road (0.2 miles)
- The main entrance to the hospital is on the right
- Follow the signs for Visitor Parking

Traveling on GA-400 South

- Take Exit 3 (Glenridge Connector) (0.5 miles)
- Turn right onto Glenridge Connector (0.5 miles)
- Turn left onto Meridian Mark Road (0.2 miles)
- The main entrance to the hospital is on the right
- Follow the signs for Visitor Parking

MARTA* Rail and the Children's Shuttle Bus

- From the North-South rail line, exit the train at the N8 (Medical Center) station
- Bus 41 stops at the Medical Center Rapid Rail station
- Call the Children's Security Office at 404-785-2073 to request a shuttle bus pickup.

The Center for Craniofacial Disorders is in the Medical Office Building on the left after exiting the parking deck. We are in Suite 200 on the second floor. Call our direction hotline at 404-785-3400 for more information.

*Metropolitan Atlanta Rapid Transit Authority, www.itsmarta.org