

Your Child's Visit



5 things you need to know

Thank you for choosing Children's Physician Group–Orthopaedics.

When preparing for your child's clinic visit, please plan ahead for traffic and parking so you can check-in at the time of your appointment. If you are running late, call **404-255-1933**. Please note, we may have to reschedule your child's appointment if you are late.

1. What to bring

- Completed forms. You may complete and print forms via our website at choa.org/CPGortho.
- Photo ID of legal guardian
- Insurance card
- Your child's medicine or a list of your child's medicines with dosages
- Other X-rays, test or lab results (as needed)
- Questions for the doctor or nurse
- Homework or toys to occupy your child in case you have to wait. We try our best to provide an exception experience for your family, however, our providers can run late due to the complex nature of the treatment of children.

2. Insurance

- We are contracted with most insurance providers and managed care plans.
- It is important to let us know of any changes with your insurance. We will need your most up-to-date information to get approval for medications or procedures.
- It is your responsibility to know what is covered by your insurance policy. We will try to get all necessary approvals from your insurance company before your child's procedure.
- Contact your insurance company to see if you will have a co-pay for your child's visit. Most plans require their members to pay a co-pay at the time of the visit. Our practice is required by contract with the managed care plan to collect the fee established by the insurance company. If you have a co-pay, you can pay by cash, check or credit card.
- An increasing number of managed care plans require you to get an insurance referral from your child's primary care physician before visiting our practice. This process can take seven days or more to complete. Patient families risk being 100 percent responsible for the cost of their child's visit if they do not have prior authorization from their plan.

3. MYchart

- Children's provides MYchart, an online tool that allows you to access some of your child's medical records, complete medical forms and securely communicate with your child's healthcare team.
- To register for MYchart, ask the registrar upon arrival to your child's first appointment or visit choa.org/MYchart.

4. Lab results

- MYchart is your direct access to lab results.
- Your child's lab results will be available in MYchart in three business days. Please note, some tests may take longer than three business days.
- Unless your child's doctor advises otherwise, we typically do not call with routine or normal results.
- If you need specific information on lab results, message your child's doctor in MYchart or call **404-255-1933** and ask to leave a message with your child's nurse to call you back.

5. Mobile app

- Children's has a free app that helps guide your experience at a Children's location.
- Text the word **KIDS** to **770-766-7111** to receive a link to the Children's mobile app directly on your phone. You can also visit the App Store or Google Play to download the free app for your smartphone or tablet.

Cancellations

Keeping appointments is important for your child's treatment. We understand other obligations may arise that force you to miss an appointment. If you are unable to make your child's appointment, cancel the appointment by calling **404-255-1933**.

Your child's health is our number one priority. When you don't cancel appointments, you prevent other children from being seen and receiving important care and treatment.

Questions

- Call **404-255-1933** if you have any questions or concerns.