

# Your Child's Visit

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## 5 things you need to know

Thank you for choosing Children's Physician Group.

When preparing for your child's clinic visit, please plan ahead for traffic and parking so you arrive to check-in at the time of your appointment. You will receive a phone call, text or email (based on your preference), reminding you of your child's visit date, time, provider and location. Please confirm that you are coming when you receive that message.

If you are running late, call **404-785-KIDS (5437), option 2**. Please note, we may have to reschedule your child's appointment if you are late.

### 1. What to bring

- Completed forms. You may also complete forms through our secure website via your child's MYchart account.
- Photo ID of legal guardian
- Insurance card. If you forget to bring proof of insurance, you may be asked to pay the entire cost of your child's visit or reschedule the visit.
- Your child's medicine or a list of your child's medicines with dosages
- Other test or lab results (as needed)
- Questions for the doctor or nurse

### 2. Insurance

- 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-payment for your child's visit. If you have a co-payment, you can pay by cash, check or credit card.
- Call **404-785-KIDS (5437), option 3** before your child's appointment if you need help paying for the visit.

### 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](http://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 **404-785-KIDS (5437), option 1** 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 as soon as possible by using one of three easy methods:

- Call **404-785-KIDS (5437), option 2**.
- Respond to our text, email or phone call reminder.
- Visit your child's MYchart account.

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 **404-785-KIDS (5437), option 4** if you have any questions or concerns.