

APPOINTMENTS

FOR YOUR CONVENIENCE, OFFICE VISITS ARE BY APPOINTMENT ONLY. PLEASE PHONE THE OFFICE AT **480-778-1732** WHENEVER YOUR CHILD NEEDS TO BE SEEN.

WELL/ROUTINE AND FOLLOW-UP VISITS ARE SCHEDULED FROM 8:30 A.M. - 6:00 P.M.

OUR OFFICE HOURS ARE:

MONDAY - FRIDAY 8:30 A.M. - 6:00 P.M.

APPOINTMENTS ARE AVAILABLE ON SATURDAYS FOR URGENT VISITS, AND AT LIMITED TIMES FOR WELL/ROUTINE & FOLLOW-UP VISITS.

ENTRANCES

WELL ENTRANCE - FOR CHILDREN WHO ARE RECEIVING IMMUNIZATIONS, INJECTIONS, WELL CHILD EXAMS, ETC.

SICK ENTRANCE - FOR CHILDREN WHO ARE ILL; HAVE FEVER, COUGHS, SORE THROATS, DIARRHEA, VOMITING, ETC.

EMERGENCY / CONTAGIOUS ENTRANCE - IS LOCATED AT THE NORTH SIDE OF THE OFFICE. THIS ENTRANCE IS RESERVED FOR CHILDREN WITH INJURIES, CHICKEN POX, VIRAL RASHES, ETC.

BILLING / FEES

WE PREFER NOT TO SEND BILLS, AS THE COST OF PAPERWORK AND POSTAGE AFFECT OUR FEES. WE APPRECIATE YOUR PAYMENT AT THE TIME OF SERVICE. FOR YOUR CONVENIENCE, WE ACCEPT **VISA, AMERICAN EXPRESS, MASTERCARD, DISCOVER, PERSONAL CHECKS, AND CASH**. OUR FEE SCHEDULE IS AVAILABLE IN OUR OFFICE FOR YOUR REVIEW.

EMERGENCIES

MOST MINOR EMERGENCIES CAN BE HANDLED IN OUR OFFICE. OUR SERVICES INCLUDE MINOR SUTURING, AND FOREIGN BODY REMOVAL.

IF AN EMERGENCY OCCURS AFTER THE OFFICE IS CLOSED, AND TIME PERMITS, CALL THE OFFICE AND OUR ANSWERING SERVICE WILL ASSIST YOU IN CONTACTING THE DOCTOR. IF YOUR CHILD IS **SERIOUSLY** ILL OR INJURED, GO DIRECTLY TO AN EMERGENCY CARE FACILITY OR **CALL 911** FOR ASSISTANCE.

TELEPHONE TRIAGE

A SPECIAL FEATURE OF OUR OFFICE IS OUR TELEPHONE TRIAGE. OUR PHYSICIANS HAVE PERSONALLY CHOSEN QUALIFIED INDIVIDUALS WITH EXTENSIVE KNOWLEDGE OF PEDIATRIC CARE. OUR GOAL IS TO INSURE YOU RECEIVE A PROMPT RESPONSE TO QUESTIONS IN REGARDS TO YOUR CHILD.

WHEN CALLING ABOUT A SICK CHILD, PLEASE HAVE YOUR PHARMACY'S TELEPHONE NUMBER AVAILABLE AS THIS WILL IMPROVE OUR SERVICE TO YOU.

ANSWERING SERVICE

PAPAGO BUTTES PEDIATRIC CENTER PROVIDES 24 HOUR - 7 DAYS A WEEK - 365 DAYS A YEAR CARE FOR OUR PATIENTS. IF THERE IS A LIFE THREATENING EMERGENCY, PLEASE CALL **911** FOR IMMEDIATE ASSISTANCE. IF THERE IS AN **URGENT** MEDICAL PROBLEM THAT CANNOT WAIT UNTIL OUR NORMAL BUSINESS HOURS, PLEASE CALL OUR OFFICE NUMBER AND OUR ANSWERING SERVICE WILL ASSIST YOU IN CONTACTING THE ON CALL TRIAGE SERVICE.

HOSPITAL VISITS

OUR PHYSICIANS ARE ON STAFF AT:
SCOTTSDALE HEALTHCARE - OSBORN AND SCOTTSDALE HEALTHCARE SHEA.

IF YOU GIVE BIRTH AT ONE OF THE ABOVE FACILITIES, THE HOSPITAL WILL NOTIFY OUR OFFICE. ONE OF OUR PHYSICIANS WILL VISIT YOU AND YOUR BABY DAILY WHILE IN THE HOSPITAL. THE PHYSICIAN WILL INSTRUCT YOU AS TO WHEN YOUR BABY'S FIRST OFFICE VISIT SHOULD BE SCHEDULED. IF YOU DELIVER ELSEWHERE, CONTACT THE OFFICE WHEN YOU ARE DISCHARGED.

PRESCRIPTION REFILLS

PLEASE CALL DURING OFFICE HOURS MONDAY THROUGH FRIDAY FOR REFILLS OF YOUR CHILD'S ON-GOING MEDICATION. WE ASK THAT YOU CALL IN ADVANCE TO AVOID RUNNING OUT OF YOUR CHILD'S MEDICATION. REFILLS WILL NOT BE CALLED IN AFTER OFFICE HOURS OR ON WEEKENDS.

INSURANCE

WE PARTICIPATE WITH MANY OF THE HEALTH PLANS IN THIS AREA. IT IS **YOUR** RESPONSIBILITY TO CONTACT YOUR INSURANCE CARRIER TO VERIFY THAT WE ARE PROVIDERS FOR YOUR PARTICULAR PLAN. IF WE ARE NOT PROVIDERS, WE WILL BE HAPPY TO ASSIST YOU WHEN FILING YOUR INSURANCE CLAIM. HOWEVER, YOU ARE RESPONSIBLE FOR ANY FEES AT THE TIME OF SERVICE.

RICHARD H. REZNICK, M.D., F.A.A.P.

DR. REZNICK HAS BEEN WITH PAPAGO BUTTES PEDIATRIC CENTER SINCE 1971. HE GRADUATED FROM LOYOLA UNIVERSITY - STRITCH SCHOOL OF MEDICINE IN CHICAGO AND SERVED AS A CAPTAIN IN THE U.S. AIR FORCE. DR. REZNICK IS ACTIVE IN MANY PROFESSIONAL ACTIVITIES AT PHOENIX CHILDREN'S HOSPITAL AND WAS PRESIDENT OF THE MEDICAL STAFF AT PCH FROM 1990-1993.

SERGIO SOTELO, M.D., F.A.A.P.

DR. SOTELO HAS BEEN WITH PAPAGO BUTTES PEDIATRIC CENTER SINCE 1986. HE WAS EDUCATED AT THE OHIO STATE UNIVERSITY AND WRIGHT STATE UNIVERSITY - SCHOOL OF MEDICINE IN OHIO.

DR. SOTELO HAS BEEN CHIEF OF PEDIATRICS AT SCOTTSDALE HEALTHCARE HOSPITAL.

SCOTT A. CANNON, M.D., F.A.A.P.

DR. CANNON HAS BEEN WITH PAPAGO BUTTES PEDIATRIC CENTER SINCE 1999. HE WAS EDUCATED AT LOMA LINDA UNIVERSITY MEDICAL SCHOOL IN CALIFORNIA.

DR. CANNON SERVED AS CHIEF RESIDENT AT PHOENIX CHILDREN'S HOSPITAL 1987-1988.

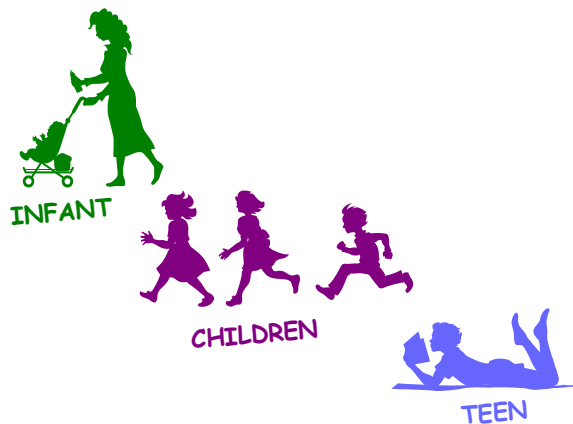
RECOMMENDED SCHEDULE FOR WELL VISITS

48 HOURS AFTER DISCHARGE (HOSPITAL FOLLOW UP TO CHECK NEWBORN STATUS)

- 10 DAYS
- 1 MONTH
- 2 MONTHS
- 4 MONTHS
- 6 MONTHS
- 9 MONTHS
- 12 MONTHS
- 15 MONTHS
- 18 MONTHS
- 2 YEARS
- 3 YEARS
- 4 YEARS
- 5 YEARS
- 6 YEARS

ANNUALLY THEREAFTER

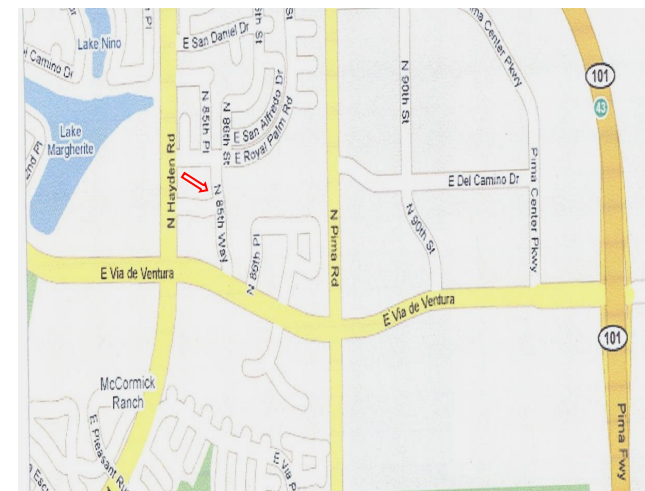
PLEASE CHECK WITH YOUR INSURANCE COMPANY TO MAKE SURE YOU HAVE COVERAGE FOR EACH WELL VISIT.



8573 E. SAN ALBERTO
 SUITE E-100
 SCOTTSDALE, AZ 85258
 TEL: 480-778-1732
 FAX: 480-778-1709
WWW.PAPAGOPEDS.COM

RICHARD H. REZNICK, MD, FAAP
SERGIO SOTELO, MD, FAAP
SCOTT A. CANNON, MD, FAAP

ALL PHYSICIANS ARE CERTIFIED BY THE AMERICAN BOARD OF PEDIATRICS



OUR OFFICE IS LOCATED NEAR THE NORTHEAST CORNER OF HAYDEN AND VIA DE VENTURA