

Sunnie Skiles, MD



Proyouth Pediatric Health & Wellness
6815 Five Star Blvd. #100
Rocklin, California 95677

Appointments

The vast majority of your well visits will be scheduled with your regular pediatrician. We feel that is the best way to establish and continue a personal relationship with your doctor. Knowing our patients and their families is something in which we take great pride.

There may be times when your child has a more urgent need to be seen, in which case any of us will be happy to accommodate you whenever possible.

Initial physical examinations are often lengthy visits, because we need time to get to know each other. It is helpful to have all medical and immunization records sent to us **PRIOR** to the visit so these can be reviewed beforehand.

Well Child Visits (Check-ups) The newborn visit should be scheduled at a few days of age. Subsequent well visits will occur at 2 weeks, 2 month, 4 and 6, months, 9, 12 and 15 months, 18, 24 and 30 months, and then annually starting at age 3 years. These visits provide an assessment of all aspects of your child's health, growth, development and behavior, and give you the opportunity to ask questions you have. Your pediatrician will discuss what to expect over the next phase of your child's life. If there is not enough time during the checkup visit to discuss all concerns, or if there are items that would benefit from further discussion, the pediatrician will suggest setting up additional visits.

Cancellations: If you need to cancel or reschedule an appointment, particularly a well visit or consultation, please do so at least 24 hours in advance. A significant amount of time is allotted for these appointments and we would like to offer this time to other patients if you are unable to keep your appointment. There is a \$25 fee for routine appointments missed or cancelled with less than 24 hours' notice.

Arrive On-Time: We try to be as on-time for our appointments with you as possible. Please come to the office promptly for your scheduled visit so that we can give you and your child the attention you need. It may be difficult to help you and the other families we need to see if you are late.

Walk-In Appointments: We always want to assist ill children and accommodate families. Please call the office for an appointment if your child or children need to be seen. We will try to see walk-in urgent patients and extra children brought in to be seen who do not have appointments during regular office hours (though at times that is difficult and can delay other families).

After Hours/ Weekends: If your child becomes sick after hours, on weekends, or over the holidays, we are happy to help. If the issue cannot or should not wait until the next morning, contact us through our normal phone number and we will return the call as soon as possible. If your child needs an appointment the next day, but is OK to wait overnight, contact us after 8:30AM for assistance.

Phone Calls

We want you to call. We do not want anyone sitting at home (or at the office) worrying about something, and not calling us. There is NO such thing as too small of a question, and we want you to feel comfortable with all issues regarding your child and family.

Therefore, we try to make ourselves as available as possible by opening the office at 8:30am each day and returning your telephone calls throughout the day. It is preferred that you call early in the day if possible, to give us time to return your call. Please try to leave your phone line open if you are waiting for a call back (ESPECIALLY for after-hours calls). If your call involves a non-urgent issue, particularly one that may require more lengthy discussion, please provide an alternate number to return your call later in the day. If you will be changing location or telephone availability within a few hours of calling us, please let us know.

After-hours and weekend phone calls made to the office are received by voice mail and answered promptly by the pediatrician on-call. For those voicemail messages, it is important to speak clearly, especially when leaving your phone numbers.

Our voice mail system always dispatches an urgent page to the physician, so please do not leave a message after hours that does not specifically need physician help. Issues involving refills, non-urgent referrals, appointment times, administrative issues or healthy children are best handled during our regular weekday hours.

Insurance

Proyouth physicians participate with most insurers in our area: private insurance plans, HMO plans, PPO plans. Medi-Cal is currently closed to new patients. Please check with our offices AND your insurance company to verify that we do participate.

Many insurances require that you choose a Primary Care Physician (PCP) for your child and may require that you use a specific lab or radiology facility or set of referral/specialty physicians when needed. Some insurers require preauthorization for certain services or prescriptions. Please contact your insurance company and find out if you have any such restrictions and let us know. Employers choose different insurance coverage, and we may not know the specifics of your insurance plan. It is your responsibility to assure that your insurance and physician assignments are in order when you come to visit us.

Be sure to sign up any new family members (babies etc.) with your insurance carrier immediately, to obtain coverage.

Referrals & Prescription Refills

Please allow enough time for referral processing and authorizations. Referrals must be registered with your insurance carrier and can take several days for us to get approval for you.

Please call your pharmacy to request a medication refill. The pharmacy will contact our office electronically with the refill request. We ask at least 48 hours' notice for prescription refills so that we can review your child's chart and assure we are offering the best care for any ongoing problem.