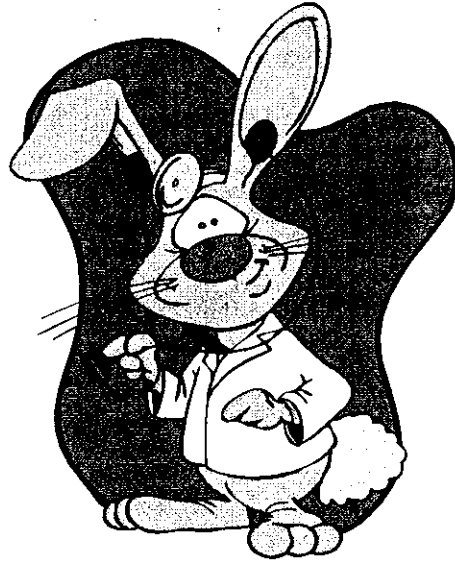


William D. Caldwell, M.D., F.A.A.P.

Melody Cassels, M.D.

Pediatrics

## Patient Information



1305 W 34th Street, Ste 210

Austin, Texas 78705

512-454-0406

512-323-5465 (after hours)

512-454-4380 (fax)

[www.austexpediatrics.com](http://www.austexpediatrics.com)

### OFFICE HOURS

Monday through Friday

8:00 a.m. - 12 noon, and 1:30 - 5:00 p.m.

Appointments available on most weekends  
with the on-call pediatrician.

## **INTRODUCTION**

We are pleased to welcome you to our practice and to be given the opportunity of providing medical services for your child/children. We share call with the following pediatricians.....

Dr. Mike Bayer, Dr. Jack Louis, and Dr. Anna Bell for weekends, holidays or after-hours needs. All of us have similar training and are certified by the American Board of Pediatrics. Whenever possible, each of us tries to provide the care for our own patients and to conduct the general operations of our practices separately.

## **NURSING and LABORATORY SERVICES**

We are also pleased to be able to offer a strong component of nursing care. Nikki Nyman, R.N., and Barb Sellars, L.V.N., direct the nursing aspects of our practice. Nikki primarily directs patient education through patient phone calls and assists in administering shots; while Barb handles direct clinical patient flow. Nikki is a certified pediatric nurse with previous work experience of 18 years at Children's Hospital of Austin as head nurse of the infants unit. Barb has been with Dr. Caldwell for 22 years, offering many skills and a wide knowledge of patient care. We also have an on-site lab to provide quick and accurate diagnosis.

You may be seen by one of our pediatric nurses to discuss the care of your newborn child. They have had specific additional training in childcare and are available to give you advice in caring for your new baby. They may assist with some well-check exams and developmental testing (particularly adolescent females). The nurses are not here to replace the doctor, but rather to augment their care.

## **EMERGENCIES**

During regular office hours, please call the office at (512)454-0406. If you are unable to get through you may call Med-Link at (512)323-5465, and they will contact us for you. After hours, please call Med-Link at (512)323-5465 and they will contact the on-call pediatrician immediately. Please keep your phone line OPEN. If the call is not returned, please call again. Occasionally the message is lost in transmission. **FOR LIFE-THREATENING EMERGENCIES - when moments count - CALL 911.**

## TELEPHONE CALLS

Because routine questions are best answered by your child's regular pediatrician or nursing staff, it is best to make this kind of call during normal office hours. We have found the most effective and timely way to handle calls is for you to speak with one of our nurses. They should be able to answer most of your questions. If you specifically wish to speak to one of the physicians, please inform our staff and we will return your call. Please realize that it will take us longer, due to the office schedule. All emergency calls will be handled immediately. Please try to call early in the morning (8 - 10 a.m.) if you feel that your child is ill and needs an appointment for that day. Routine issues, such as feeding problems, prescription refills, immunization records, etc, can be handled more easily after 10 a.m., when the "illness rush" is over.

## WELL CHECK VISITS

The American Academy of Pediatrics and our physicians recommend seeing your child for check-ups and/or immunizations according to the following schedule:

<b>AGE</b>	<b>CHECK-UP</b>	<b>LAB</b>	<b>IMMUNIZATIONS</b>
Birth			Hepatitis B
2 weeks	*	*	
1 month	*		Hepatitis B
2 months	*	*	DTaP, Hib, Polio, Pneumococcal, Rotateq
4 months	*		DTaP, Hib, Polio, Pneumococcal, Rotateq
6 months	*		DTaP, Hib, Pneumococcal, Rotateq
9 months	*	*	Hepatitis B
12 months	*		TB skin test, MMR, Hepatitis A, Chicken Pox, Pneumococcal
15 months	*		Hib, DTaP, Polio
18 months	*		Hepatitis A
2 years	*	*	
3 years	*(vision screen)	*	
4 years	*(hearing screen)	*	DTaP, MMR, Polio, Chicken Pox
5 years	*	*	TB skin test
Yearly thereafter	*	*	

Yearly check-ups are also required for sports, school and camp forms.

Semi-annual medication reviews are required for medication management.

## FINANCIAL RESPONSIBILITIES

- \* All charges must be paid at the time of service unless previous arrangements have been made with our business office.
- \* We are participating providers with several insurance programs. Please feel free to discuss your particular plan with our business office staff. Please be aware, however, that many plans do not cover well-child immunizations. Charges for these services will be due at the time services are provided.
- \* Each physician in our call association has a separate bookkeeping system, therefore, the charges are due and payable to the actual physician providing the medical care.
- \* We have a \$10 fee for shot records, camp/school physical forms, and some prescription refills.

**For a complete copy of our financial policies, please contact our business office during regular office hours.**

